Institute for Tourism Studies

2018 Report of Pledged Target Implementation

Seq	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2016		**2017**		**2018**	
Technical and Academic Support Division (SATA)								
1	Application for testimonial	Ready for collection after the 3rd working day from the day of application fee settlement	93%	98.9%	93%	97%	93%	97%
2	Application for academic report	Ready for collection after the 3rd working day from the day of application fee settlement	93%	100%	93%	98%	93%	99%
3	Application for locker	Ready for use after the 2nd working day from the day of application fee settlement	100%	100%	100%	100%	100%	100%
4	Application for replacement of student card	Ready for collection after the 3rd working day from the day of application fee settlement	100%	100%	100%	100%	100%	100%
5	Application for course description	Ready for collection after the 3rd working day from the day of application fee settlement	100%	100%	100%	100%	100%	100%
6	Application for checking examination result	Reply within 2 working days after the day of application approval	98%	100%	98%	100%	98%	100%
7	Application for deferral of study	Reply within 2 working days after the day of application approval	98%	100%	98%	100%	98%	100%
8	Application for resuming of study	Reply within 2 working days after the day of application approval	98%	100%	98%	100%	98%	100%
9	Course application	At Registry Counter: Completed within 10 minutes upon receipt	95%	100%	95%	100%	95%	100%

Seq	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2016		2017		2018	
		of all required documents (excluding queuing time)						
10	Student counselling service	Reply on the same day(excluding queuing time)	95%	100%	95%	100%	95%	100%
11	Enquiries on academic qualifications	Reply within 3 working days after the day on which all required information are received	95%	100%	95%	100%	95%	100%
12	Posting of accredited acceptance letter issued by the Tertiary Education Services Office	Posted 10 working days before registration day	98%	100%	98%	100%	98%	100%
13	Verification of registration status of non-local students	Reply before the response deadline	98%	100%	98%	100%	98%	100%
Library (LIB)								
1	Circulation Services – Borrow books	Completed within 4 minutes (excluding queuing time)	98%	100%	98%	100%	98%	100%
2	Circulation Services – Return books	Completed within 4 minutes (excluding queuing time)	100%	100%	100%	100%	100%	100%
3	Circulation Services – Renew books	Completed within 4 minutes (excluding queuing time)	100%	100%	100%	100%	100%	100%
4	Circulation Services – Request books	Completed within 4 minutes (excluding queuing time)	98%	100%	98%	100%	98%	100%
5	Special request to checkout newly arrived items	Reply within 2 working days	100%	100%	100%	100%	100%	100%
6	Response to queries on library general information through e-mails or letters	Reply within 3 working days	95%	100%	95%	100%	95%	100%
7	Confirmation of library meeting room reservation	Reply on the same day	100%	100%	100%	100%	100%	100%
8	Confirmation of library tour application	Reply within 4 working days	95%	100%	95%	--*	95%	100%
Pousada De Mong-Há (PMH)								
1	Accommodation Services – Reservation enquiries	Completed within 20 minutes	99%	100%	99%	100%	99%	--*
2	Accommodation Services – Check-in	Completed within 10 minutes	100%	100%	100%	100%	100%	--*
3	Accommodation Services – Concierge service	Completed within 8 minutes	95%	100%	95%	100%	95%	--*
4	Accommodation Services – Booking of recreational	Completed within 8 minutes	95%	100%	95%	100%	95%	--*

Seq	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2016		**2017**		**2018**	
	facilities							
5	Accommodation Services – Shuttle service	On time (based on the schedule)	99%	100%	99%	100%	99%	--*
6	Accommodation Services – Check-out	Completed within 15 minutes	99%	100%	99%	100%	99%	--*
7	Accommodation Services – Housekeeping service	Completed within 1 hour	100%	100%	100%	100%	100%	--*
8	Accommodation Services – Laundry service (Normal)	Return on the following day	99%	100%	99%	100%	99%	--*
9	Accommodation Services – Laundry service(Express)	Return on the same day	99%	100%	99%	100%	99%	--*
10	Event Services – Venue quotation (guestrooms and coffee breaks inclusive)	Completed within 5 working days	100%	100%	100%	100%	100%	100%
11	Event Services – Provision of detailed final bill after the event	Completed within 10 working days	100%	100%	100%	100%	100%	100%
12	IFT Student Hostel Services– Re-application	Re-application: Reply via email within 10 working days after the application is closed	95%	100%	95%	100%	95%	100%
Restaurante Educacional (ER)								
1	Food and Beverage Services – Reply reservation via e-mails (during office hours)	Reply on the same day	100%	100%	100%	100%	100%	100%
2	Food and Beverage Services – Reply reservation via e-mails(after office hours)	Reply within the next working day	100%	100%	100%	100%	100%	100%
3	Food and Beverage Services – Complete settling payment	Completed within 8 minutes	100%	100%	100%	100%	100%	100%
4	Food and Beverage Services – Menu Quotation	Provided within 3 working days	100%	100%	100%	100%	100%	100%
Public Relations Team (PR)								
1	"IFT Friends Club" Membership Application	Completed within 7 working days with full information	97%	97.9%	97%	100%	97%	97.9%
2	IFT Campus Visit Application	Reply within the next 2 working days upon receipt of application	97%	100%	97%	100%	97%	100%
Tourism and Hotel School (THS)								

Seq	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2016		2017		2018	
1	Correct the written test for the technical director of travel agency	Confirm the result within 2 working days after the test	95%	100%	95%	100%	95%	100%

No application received

In conclusion, the implementation of pledged services in 2018 was ideal, with 95% of actual achievement rates reaching 100%.