Macao Institute for Tourism Studies

2020 Report of Pledged Target Implementation

No.	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2018		**2019**		**2020**	
Pedagogic Affairs Department (PA)								
1	Application for testimonial	Ready for collection after the 3rd working day from the day of application fee settlement	93%	97%	93%	97%	93%	99%
2	Application for academic report	Ready for collection after the 3rd working day from the day of application fee settlement	93%	99%	93%	96%	93%	98%
3	Application for locker	Ready for use after the 2nd working day from the day of application fee settlement	100%	100%	100%	100%	100%	94%**
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%	96%	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 of all required documents (excluding queuing time)	95%	100%	95%	100%	95%	100%
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%

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			2018		**2019**		**2020**	
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%	--*
5	Special request to checkout newly arrived items	Reply within 2 working days	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%	-- *	95%	-- *	95%	--*
Educational Hotel (EH)								
1	Accommodation Services – Reservation enquiries	Completed within 20 minutes	99%	--*	99%	--*	99%	--*
2	Accommodation Services – Check-in	Completed within 10 minutes	100%	--*	100%	--*	100%	--*
3	Accommodation Services – Concierge service	Completed within 8 minutes	95%	--*	95%	--*	95%	--*
4	Accommodation Services – Booking of recreational facilities	Completed within 8 minutes	95%	--*	95%	--*	95%	--*
5	Accommodation Services –	On time (based on the schedule)	99%	--*	99%	--*	99%	--*

No.	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2018		2019		2020	
	Shuttle service							
6	Accommodation Services – Check-out	Completed within 15 minutes	99%	--*	99%	--*	99%	--*
7	Accommodation Services – Housekeeping service	Completed within 1 hour	100%	--*	100%	--*	100%	--*
8	Accommodation Services – Laundry service (Normal)	Return on the following day	99%	--*	99%	--*	99%	--*
9	Accommodation Services – Laundry service(Express)	Return on the same day	99%	--*	99%	--*	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%
Educational Restaurant (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 – Reply reservation via online reservation system***	Confirm on the same day	N/A	N/A	N/A	N/A	100%	100%
4	Food and Beverage Services – Complete settling payment	Completed within 8 minutes	100%	100%	100%	100%	100%	100%
5	Food and Beverage Services – Menu Quotation	Provided within 3 working days	100%	100%	100%	100%	100%	100%

No.	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2018		2019		2020	
Public Relations Team (PR)								
1	"IFTM Friends Club" Membership Application****	Completed within 7 working days with full information	97%	98%	97%	89%	97%	100%
2	IFTM Campus Visit Application	Reply within the next 2 working days upon receipt of application	97%	100%	97%	99%	97%	100%

* No application received.
**The system configuration was not duly updated and thus the task was overlooked. PA had immediately taken action to ensure the normal operation.
*** This service quality indicator has been implemented in the 4th quarter of 2020.
**** IFTM has officially cancelled the new application for membership of the "IFT Friends Club" Membership Application in May 2020, and has notified SAFP.

According to the 2020 results, the implementation of pledged services is rather satisfactory, with 92.5% of their actual achievement rates reaching 100%.

-The End-