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| **LAN3103 English and Communication:**  **Workplace Correspondence**  **End-of-Module Assignment**  **Answer Booklet**  **Semester 2, AY2019/20**   |  |  | | --- | --- | | **Submission deadline** | **4 May 2020 (Monday), 23:55** |     **Notes to Students**   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | * The assignment must be typewritten. Fill in the information in the box below and provide your answer on p.2 onwards. Name your file in this format:   **LAN3103\_ class(campus)\_full name.doc**  (*e.g. LAN3103\_*IT114116-DSA1A*(*TY*)\_*ChuChunYin*.doc*)   * The assignment must be uploaded onto Moodle on or before the submission deadline given above. Please be reminded not to copy from any published/online sources without acknowledgement or the work of other students. Please refer to the IVE/HKDI Student Handbook for regulations concerning assessments. * **By submitting this assignment, you confirm that it is entirely your own work and does not involve plagiarism. Students found responsible for violating academic integrity will be penalised*.***  |  |  | | --- | --- | | **Name of Student** | Chu Chun Yin | | **Student Number** | 190141109 | | **Programme Code/Class** | IT114116 DSA1A | | **Campus** | TY |  |  |  |  | | --- | --- | --- | |  | **Marker** | **Verifier** | | **Code** |  |  | | **Grade** |  |  | | |

**Please provide your answer in the following space.**

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| **From:** | Pat Wong <[pwong@saikungcentre.org.hk](mailto:pwong@saikungcentre.org.hk)> |
| **Sent:** | Monday 27 April 2020 17:00:25 |
| **To:** | Toby Li <tobyli@saikungcentre.org.hk> |
| **Subject:** | Re.Complaints from visitors |

**Dear Toby,**

**Thank you for your email dated 23 Apr 2020. I have looked your email and see you want some measures to a few problems regarding complaints about our services to visitors. I found some measures to the problems and I have made some measures below.**

**First of all, about the unclear signage,some visitors complained that there are difficult to locate facilities.The relatively simple signage cannot guide visitors to different facilities in detail.I think we can set up touch-screen digital directory in different areas since visitors can know the detailed information.The touch-screen digital directory can show enough to let visitors understand the correct route to locate facilities.**

**Regarding the Inconvenient location,visitors complained that only one**

**bus route is suitable to them. The bus route arrangement have some problems . I think we should survey the usage rate of different bus route and frequently visited facilities. After we conduct the survey, we can cancel the seldom used bus route and set up suitable bus route which can link the facilities frequented by visitors.**

**After that , about the disappointing experience, The visitors do not know what several facilities under repair. Visitors were not happy with their Itinerary disruption. Maybe we need to provide Information about unavailable facilities on website. The visitors can adjust their itinerary timely. Surely,we need to find a seasons with fewer travelers to overhaul of centre facilities to minimize the need for maintenance .I think this measure can solve the problem about repair for a long time.**

**Finally, about the unprofessional staff at reception, it seems that our reception staff are impolite and provide the wrong info. I suggest we need to make sure our reception staff accepted reception training . Further more,we can set up positive rate and according to this reward and punishment.It will let our reception staff earnest and friendly to reception.**

**Please feel fee to contact me if you have any further problems. Thank you very much.**

**Kind regards,**

**Pat**