



Macao Institute for Tourism Studies

2021 Report of Pledged Target Implementation

No.	Service Items	Service Indicators	Expected Rate	Actual Rate	Expected Rate	Actual Rate	Expected Rate	Actual Rate
			2019		2020		2021	
Pedagogic Affairs Department (PA)								
1	Application for testimonial	Ready for collection after the 3 rd working day from the day of application fee settlement	93%	97%	93%	99%	93%	99.9%
2	Application for academic report	Ready for collection after the 3 rd working day from the day of application fee settlement	93%	96%	93%	98%	93%	100%
3	Application for locker	Ready for use after the 2 nd working day from the day of application fee settlement	100%	100%	100%	94%	100%	100%
4	Application for replacement of student card	Ready for collection after the 3 rd working day from the day of application fee settlement	100%	96%	100%	100%	100%	98.5% **
5	Application for course description	Ready for collection after the 3 rd 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	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%
10	Course application	At Registry Counter: Completed within 10 minutes upon receipt of all required documents (excluding queuing time)	95%	100%	95%	100%	95%	100%



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			2019		2020		2021	
11	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%
12	Verification of registration status of non-local students	Reply before the response deadline	98%	100%	98%	100%	98%	100%
13	Student counselling service	Reply on the same day(excluding queuing time)	95%	100%	95%	100%	95%	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%	--*	98%	--*
5	Special request to checkout newly arrived items	Reply within 2 working days	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%	--*
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%	100%
2	Accommodation Services – Check-in	Completed within 10 minutes	100%	--*	100%	--*	100%	100%
3	Accommodation Services – Concierge service	Completed within 8 minutes	95%	--*	95%	--*	95%	100%
4	Accommodation Services – Booking of recreational facilities	Completed within 8 minutes	95%	--*	95%	--*	95%	--*



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5	Accommodation Services – Shuttle service	On time (based on the schedule)	99%	--*	99%	--*	99%	--*
6	Accommodation Services – Check-out	Completed within 15 minutes	99%	--*	99%	--*	99%	100%
7	Accommodation Services – Housekeeping service	Completed within 1 hour	100%	--*	100%	--*	100%	100%
8	Accommodation Services – Laundry service(Normal)	Return on the following day	99%	--*	99%	--*	99%	100%
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%	--*
12	IFTM 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	100%	100%	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%



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Public Relations Team (PR)								
1	IFTM Campus Visit Application	Reply within the next 2 working days upon receipt of application	97%	99%	97%	100%	97%	100%

* No application received.

**Application for replacement of student ID card failed to meet target in the 2nd quarter. As it was the peak time of final examination, too many irrelevant email reminders were sent to the colleague in charge and overlooked. We have raised the request to IT to improve the email reminder function by removing irrelevant content to avoid omission.

According to the 2021 results, the implementation of pledged services is rather satisfactory, with 94.9% of their actual achievement rates reaching 100%.

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