

Suggestion Form

4C Ku Tsz Ha Gia

I would like to talk about the teenage stress and make some suggestions on how to reduce stress.

Reasons students feel stressed

Students feel stressed for a number of reasons including their relationships with friends and family and academic performance at school. Some boys and girls want to look fashionable and the boys may like to look strong while some girls want to stay slim. Also, they have financial problems. All these problems give pressure to teenagers.

Ways to reduce stress

Students can deal with stress by listening to music to relax. They can do some exercise to keep fit. About the problems with their family, they can talk more with their parents and maintain a good relationship with them. About school, they can form study groups with their classmates.

What school can help

School can help by offering students varieties of activities. The school can set up a wide range of interest groups so that teenagers can join different activities at school. School can arrange some more holidays for students. It gives them a break to relax.



5A Cheng Shuk Kwan

1. Ticketing system

The Ngong Ping 360 is a scenic spot in Hong Kong but it seems that its performance is not really satisfactory. Something should be improved. First, the number of staff should be increased. This would provide a better service if they are well-trained. Also, the company should provide some online service. Visitors need not wait for a long period. Tourists could buy tickets via the Internet. It would be more efficient for the company and the tourists.

2. Long Queues

Queuing up for a long time really makes tourists disappointed. It is really miserable for them. There are some ways to solve this problem. First of all, the opening hours should be extended. It would be more flexible for tourists to arrange their visit. Also, more staff should be arranged if there are long queues. The staff need to control the situation and try not to be impolite to tourists. If not, it would give the tourists a bad impression on the services and the arrangements.

3. Facilities

The quality of the facilities is always the first condition for visiting a scenic spot. The cable car has just been to the public for a short period of time. It seems to us that more installations should be set up to make a significant improvement. Firstly, the price of the tickets should be adjusted. Not many people think that the price of the tickets is reasonable. To attract more tourists, they should adjust the price. Also, the games and activities are not diversified enough and the company should adjust the price.

Task 2

Dear Sir/ Madam,

Complaints about the services of the Cable Car

I would like to draw your attention to the service of the Cable Car. I was denied entry last Friday because of the bad weather and the surrounding conditions. Such an unfair practice was not satisfactory. Here are the problems and some suggestions about these unfair practices.

First of all, the attitude of the staff was unbearable. It was really unacceptable as they were really impolite. When I asked them where the queue was, they just replied to me with one word, 'There'. And, they were not willing to help the tourists find the queue. They were really terrible and annoying. If their attitude is not improved, then Ngong Ping 360 would not be an attractive scenic spot for visitors.

Moreover, the arrangement of selling tickets was not satisfactory. Actually, tourists were not informed that they might purchase Cable Car tickets via the Internet. The sales service was really confusing and inconvenient for me. Also, they did not have a place to sell tickets. Your company should also provide sufficient tickets for tourists.

Last but not least, the arrangement of the opening hours should be improved. The opening hours should be extended. It would be definitely efficient and convenient for tourists.

I hope that there will be a significant improvement after this complaint. I look forward to seeing the improvements.

Thank you for your attention.

Yours faithfully,

Chris Wong

Ngong Ping 360

5A Liu Wing Ting

Areas to be improved:

1. Ticket System

The ticketing system should limit a maximum capacity so visitors cannot buy a lot of tickets for themselves because others want to go there too but there aren't any tickets left. Also, they should provide more ticket selling machines for the visitors who want to buy tickets to avoid confusion.

2. Long Queues

Staff should be put in charge of the visitors and arrange them to ride on the cable cars. This would be speedy and convenient. They could estimate the time that visitors would have to wait to enter so they will not feel fidgety.

3. Facilities

I think you should offer a shuttle bus and the bus fare will be low. Reservation of cheaper tickets would attract more visitors.



Ngong Ping 360

5A Yiu Wing Lam

Areas to be improved:

1. Ticket system

The confusing ticket system was repugnant. Although numerous tourists bought the tickets beforehand, they still could not enjoy the trial run. In my opinion, the MTR Corporation needs to improve the ticket system by offering half yearly passes. These passes can allow tourists to use it flexibly before the expiry date.

2. Long Queues

On Boxing Day (26th December, 07), there were long queues at the Ngong Ping 360 entrance. Most of the tourists waited outside on that day for more than 4 hours. The MTR Corporation should establish a hotline service for inquiries.

3. Facilities

The Ngong Ping village is nearby but tourists cannot afford to purchase expensive things there. Also, the village is short of shops for tourists to buy souvenirs. I suggest that the restaurant should regulate its prices of food and there should be an increase in the types of shops for tourists.

Task 1

Area to be improved

1. Ticket system

Ngong Ping 360 needs to have a ticketing system because people complain that they can't purchase any tickets after queuing for a whole day.

2. Long Queues

Passengers needed to queue for four hours just for taking a free ride on Boxing Day last year. It would be better if Ngong Ping 360 could provide different service periods for the cable car. Passengers could take the ride according to the time schedule on the tickets and they wouldn't need to waste their time.

3. Facilities at the area

It would certainly be helpful to passengers if Ngong Ping 360 could provide rest areas for passengers who have queued for a long time. As it is a famous tourist attraction in Hong Kong, there are a lot of visitors every day. It would also be more reasonable if restaurants could offer different cuisines at lower prices and set up some food stalls for the sake of visitors' convenience.

Task 2

I visited Hong Kong with my family during the Lunar New Year Holiday. It was my first time to travel to the Pearl of the Orient. My first impression of Hong Kong was memorable as the people were so passionate. I heard that Ngong Ping Cable Car was a new and famous tourist attraction in Hong Kong, so we decided to try it last Friday which was also my birthday.

My family and I were so excited when we arrived at the Ngong Ping Village. We saw a lot of shops and stalls there and a huge crowd of people that day. I saw the new cable cars in the sky and I really wanted to take a ride immediately.

However, I was surprised that there were so many visitors waiting to take a ride inside the area. When we arrived there, I could see a long queue but there was no any rest area. After buying the tickets I joined the queue. At that moment, I was extremely disappointed because I did not know how much time I would have to wait. The most disappointing thing was that the staff were very rude.

It was unbelievable that we had been queuing for one hour! I felt exhausted when we began to take the ride. The view was absolutely gorgeous as the natural environment and soft wind made me feel comfortable. Suddenly, the cable car stopped. A few minutes later, there was an announcement that said the cable cars were out of order. So, all passengers had to wait for the trip to restart. All passengers including me

were scared. At the same time, I also felt it was ridiculous. They did not check the cable car well before they let passengers take a ride. It was dangerous. How could we trust it again?

I had a terrible trip in Hong Kong. I could never have imagined I would experience such a frightening birthday in another city.



5A Yiu Wing Lam, Stephanie

Dear Sir/ Madam,

Complaint about unfair practices and seeking compensation

I am writing to complain about your practice which is extremely unjust. Hong Kong has a splendid international reputation and the Ngong Ping 360 is a famous tourist attraction in Hong Kong. Although some accidents have happened before, it is still trying its best to retrieve its fame. However, from my point of view, several conditions need to be improved.

I purchased a pass to the Ngong Ping Cable Car that allows guests to visit on any day within a six-month period. I was pleased to go there last Friday. Unluckily, I was denied entry because of the windy weather and because there were numerous visitors inside the park since it was the Lunar New Year Holiday. It was also the date of expiry of my pass.

I tried to ask the staff for a refund, but I was rejected. I failed in extending the period of the pass. The insolent staff told me that it was not the responsibility of the Ngong Ping 360. I was quite disappointed about these services.

The cardinal purpose of the letter is to seek some reasonable compensation. I want to get back the same amount of money of the pass or renew the period of the entry pass for me to enjoy the ride.

I suggest establishing a hotline service for enquiry. You should set up a course for the staff to train them about their attitude.

I hope you will take further action in training your staff.

Yours faithfully,

Chris Wong

Areas to be improved

5A Wong Yee Ching

Task 1

1. Ticketing System

To improve the confusing ticketing system, it is necessary for you to limit the maximum capacity per day and ensure that the visitors who have purchased the tickets are able to take the cable car ride. Also, it is more flexible to provide the half – yearly passes. If there are too many people, we can still visit the Ngong Ping 360 in other time.

2. Long Queues

The perfect way to improve the situation of long queues is to set different various time slots and arrange a notice to tell the visitors how many people are queuing up and the maximum capacity of each section.

Also, it is inconvenient to use an umbrella and so it is better to provide shelters while visitors are queuing up.

3. Facilities in the area

Many adults will go to the Ngong Ping 360 with their children. However, it is not suitable for kids because there is no area designed for children. Maybe it is better to set up some zones for taking photographs. Also, we hope that we can buy some souvenirs for children.

Task 2

1. You have purchased a pass to the Ngong Ping Cable Car that allows guests to visit on any day within a six-month period. However, you were denied entry last Friday which was the day of the windy weather and there were already too many visitors inside the area because it was Lunar New Year Holiday. The staff refused to extend the period of the entry pass. Write a letter of complaint to the Ngong Ping 360 about such an unfair practice and seek compensation. Sign your name Chris Wong.

Dear Sir/ Madam,

I am writing to complain about the unreasonable policy of refusing to extend the periods of the entry pass and the attitude of the annoying staff.

Last Friday, the fourth day of the Lunar New Year Holiday, I went to the Ngong Ping 360 with my family and friends with a six-month pass. When we arrived at the entrance, we were stopped at the gate by your staff. They said that the Ngong Ping 360 had already been closed because there were too many visitors and the weather was bad.

We were extremely disappointed and angry after hearing the bad news. I explained that day was the date of expiry for my entry pass. However, I was really shocked to receive an impolite reply. Your staff member was very rude. He asked me why we chose a public holiday to go there. I told him we did not have any spare time besides that Friday. Our happy mood was utterly shattered because of the impolite staff member.

In addition, I requested to extend the period of my entry pass. I was rejected again. The terms and conditions of the tickets did not mention the specific rules about extending the entry pass. Also, it is inconvenient not to tell the visitors about the maximum capacity per day.

I am extremely dissatisfied with such an unfair practice. I did not expect to have an unpleasant experience at Ngong Ping 360. I would like to receive reasonable compensation, including action taken against the unprofessional staff member. If I do not receive a satisfactory reply, I will take further action.

Yours faithfully,

Chris Wong



Computer facilities of our school

5A Chung Wai Shan Cara

1. Internet connection in the classroom

Computers are placed in every classroom which improves the effectiveness of exchanging information between each class, enhances communication and allows access to inter-class notices. Besides, this definitely provides the best way for students to learn, not only by traditional methods but also by multimedia which is an interactive application that combines text with audio, video and images. This also increases students' interests in learning and equips them with more computer knowledge.

2. School website

The school website releases the most recent school news and offers no obstacles for parents to learn about their child's school life. In addition, the school website supplies the description of Internet classrooms to help those who need assistance in computer.

3. Library borrowing system

With the support of computer applications, the efficiency of the library borrowing system is more efficacious than ever. Checking books online, previewing a book or extending the expiry date of a book on the Internet for students in our school will never be impossible again.



圖：3C 何慧瑤