



MGTO launches online “Building a Positive Service Mindset” learning videos

From February to April, Macao Government Tourism Office (MGTO) is launching six “Building a Positive Service Mindset” online learning videos on Macao Tourism Industry Net. These videos, together with the after-lesson practice, are aimed at enhancing the competitiveness of tourism industry professionals and overall service quality in the industry.

With over 20 years of training experience, local trainer Hui Kwok Kit brings out key ideas around relevant topics through presentation of scenarios, such as boosting productivity, impressive service capacity and building up an optimistic mindset.

The target audience are tourism industry professionals including tour guides, personnel of hotels, catering industry, retailers and travel agencies, as well as accredited merchants of the Quality Tourism Services Accreditation Scheme. The videos are in Cantonese with subtitles in Traditional Chinese, Portuguese and English. Sign language interpretation is also provided in the videos.

Tourism industry professionals and interested parties are welcome to watch the videos for free via the link “Trade Training - Online Course” on Macao Tourism Industry Net (<https://industry.macaotourism.gov.mo>).



The "Building a Positive Service Mindset" learning videos are delivered by Hui Kwok Kit