









Email from Avery Goh to Nico Lin

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To: Nico Lin From: Avery Goh Subject: List of things to do				Sent: Saturday 13 th April 10:05AM			
<p>Good Morning Nico,</p> <p>It's migration season, and as the birds and insects get busy, so should we: I have a number of tasks for you to work on.</p> <p>First, complete the email to the participants of the Guided Nature Walk at the Hong Kong Wetland Park. You can use the email template provided. You should be able to find all the information in the Hong Kong Wetland Park visitor guide, my WhatsApp chat with Shane Lee, and the screenshot of the Skype chat between David Atkinson and Shane Lee.</p> <p>Next, write an email to Peter Chan, the manager of the Hong Kong Botanical Gardens. We have some questions to ask him and a change we are making to the Bird Watching Tour we need to inform him about. Make sure you are polite and clearly give reasons for the change and questions. You can refer to the enquiry we received from Karen Ken and the emails I received from Shane Lee.</p> <p>Finally, write a blog post for the new Insects and Reptiles Exhibition at Kowloon Park we are launching soon. We really want to promote the exhibition, so try to make it sound fun. You can look at our social media advertisement, the exhibition page on the Kowloon Park website, and the screenshot of my SMS messages with David Atkinson for the details.</p> <p>The recording of the Zoom meeting between me, Shane Lee and David Atkinson contains information on all the tasks above. Have a listen and try not to miss anything.</p> <p>Regards,</p> <p>Avery Goh World City Travel Manager</p>							

Plan Your Visit!

With such a wide variety of fish and other aquatic life, find out why the Hong Kong Wetland Park is such a popular migration destination! But be careful: the Wetland Park can have very high temperatures and bright sunshine.



We suggest the following to make the most out of your trip:

1. Make sure you wear light clothing.
2. Bring along your sunglasses - it can get bright out there!
3. Carry a big bottle of water with you!

Kowloon Park website – Insects and Reptiles Exhibition page

Read up on the variety of Dragonflies in Hong Kong so you don't miss them! The ones on this page are all very rare as they migrate during the winter. But which ones can you see at the Exhibition? Click on the photos to find out more.

Asian Baller



Red Baller



Blue Tail



Blue Stripe



The Insects and Reptiles Exhibition by World City Travel



Now with big savings for you and your family!

-I got a 30% discount on my ticket!

-No way! How come?

-I took the World City Travel early booking offer and bought my ticket two weeks in advance. It was easy!

-Mom! Is it true I can go for free if you and dad buy tickets??

-Sure, son! You're under six years old, so we can get the offer!

-Awesome!

See you at Kowloon Park!

11th September

Sharon: Hi Avery, Qian and Sharon Lee

Avery: Hi Sharon. Of course. How can I help?

Sharon: I was looking through the information for the Guided
Safari Walk and I wanted to double check a few things.

Avery: Sure, go ahead. I'll be asking Nico to write the email to participants soon.

Sharon: OK, great. This is good timing, then! So, will the walk be conducted in English
this time? I noticed we had quite a few comments on this after the last event.

Avery: No, the walk this time will still be in Chinese, but English audio
guides will be provided on request. This should be sufficient, I think.

Sharon: OK. Make sure we state that clearly in the email.

Avery: Sure. I'll also make sure we include a reminder for the participants to
wear walking or running shoes. Last time we had someone show up in
high heels and we don't want that happening again!

Sharon: No we do not! That couldn't have been fun for them.

Avery: Exactly. In the email we'll also remind participants of the
basic necessities people need to prepare, just to be safe.









Sharon: You mean things like sunscreen?

Avery: Not sunscreen - our sponsor provides that free for participants - but they
tend to forget mosquito repellent. There are a lot of mosquitoes around at this
time of year, so we'll remind them about that.

Sharon: Of course. Nobody likes coming home with itchy bites!
Anyway - thanks for the chat. I'll let you get back to work.

Avery: Thanks Sharon. Let me know if there's anything else you want to include.

Emails from Shane Lee to Avery Goh

File		Message					
 Junk	 Delete	 Reply	 Reply All	 Forward	 Move ▼	 Mark Unread ▼	 Follow up ▼

To: Avery Goh
From: Shane Lee
Subject: Re: Email to Peter Chan re: Bird Watching Tour

Sent: Thursday 11th April 8:37AM

Avery,

I forgot to mention: we received an email from Karen Ken, a participant in an upcoming Bird Watching Tour. She had an interesting question about the tour. Let's include her question in the email to Peter Chan as well.

About those who complained: I'm sure Peter will think of many different solutions, but we should tell him that although we provided them with coupons and discounts for future tours, the participants were still not happy. They said these won't make up for the time they lost and only a refund would be suitable.

I tend to agree with them, and I don't want any more negative reviews! So please tell Peter.

Thanks,
Shane

Original Message:

To: Avery Goh
From: Shane Lee
Subject: Email to Peter Chan re: Bird Watching Tour

Sent: Thursday 11th April 8:02AM









Morning Avery,

In the email to Peter Chan at the Hong Kong Botanical Gardens, ask about the possibility of a refund to participants if there are not sufficient bird sightings or there is poor weather during the Bird Watching Tour.

I know we can't always rely on the migrating birds to show up on cue, but I've been thinking about this for a while. You see, some people who joined the tour previously have left us negative reviews. There are a few types of complaint, but the one that stands out is that they didn't see many birds.

Thanks,
Shane

Email enquiry from Karen Ken

File		Message					
							
Junk	Delete	Reply	Reply All	Forward	Move ▼	Mark Unread ▼	Follow up ▼
To: comments@worldcitytravel.com					Sent: Tuesday 9 th April 11:07AM		
From: Karen Ken							
Subject: Questions about the Bird Watching Tour							
<p>Dear World City Travel,</p> <p>My name is Karen Ken and I have signed up for your Bird Watching Tour at the Hong Kong Botanical Gardens on 12th May. I'm so excited to see all of the migratory birds!</p> <p>I went on a similar tour in Singapore. It was so hot, just like here in Hong Kong (the weather here has been extremely hot recently). We still enjoyed looking at the birds and learning all about their migration. What's more, the staff there were really very sweet. They saw that we were struggling in the conditions and that it was difficult for us to walk for such a long time. Do you know what they did? They provided us all with free refreshments! They started off by giving us cool water. Then – we couldn't believe their generosity – they brought out some ice cream for us all to enjoy. I know that some gardens don't allow food, but can I ask if the staff on the Hong Kong Botanical Gardens Bird Watching Tour will also do the same? As I say, the conditions here seem just as uncomfortable and I'm sure we'll also be doing a lot of walking.</p> <p>I would also like to take this opportunity to thank your office staff who helped guide me around your website over the phone. They were very patient and kind to me, and it is wonderful to see such responsive customer service still exists. Thank you!</p> <p>I will look forward to your reply and the Tour.</p> <p>Best regards,</p> <p>Karen Ken</p>							

THIS IS THE LAST PAGE OF THE PART B1 DATA FILE

Sources of materials used in this paper will be acknowledged in the *HKDSE Question Papers* booklet published by the Hong Kong Examinations and Assessment Authority at a later stage.

Excerpt from Luxury Yacht sales brochure

YOUR NEW TOP-OF-THE-LINE LUXURY YACHT AWAITS

2023-2026 MODELS - VISIT A SHOWROOM NEAR YOU TODAY!



D69X

The D69X has the distinction of being the most fuel-efficient luxury yacht in the world, offering huge savings over long distances. This pocket-rocket hits the magical top speed of 55 knots, but you'd never know this beast was saving you real money! On arrival to exotic locales, enjoy the ensuite bedroom with smart jacuzzi. You deserve it! The D69X also has an oversized terrace, perfect for relaxing. Look no further - you've found paradise!

D79X

The D79X. It's finally here, the long-awaited sister ship to the D69X.

Want to throw a party where guests can't wait for the ride home (or there!)? You'll see why the "supercar of the sea" is a nickname that sticks, a whole 10 knots faster than its sister ship! Don't feel like an adventure? Take the slow road: we've kept the popular terrace from the D69X, but with the added luxury of a built-in spa. There is no better five-star cruiser.



D79XF Fishing Cruiser

We know you - and your guests - love to fish in the lap of luxury, so we've been working extra hard on the XF, the latest member of the family. With a top speed of 70 knots, could this become the new "supercar of the sea"? But shhh... it's a secret - see the brand new D79XF at the 2025 Luxury Yacht Expo; sales begin in 2026. You'll have to contain your excitement until then.

photos are for reference only

29th March

Catamaran Caught by the Weather

If you thought you were having a bad day, it probably wasn't as bad as the day World City Travel just experienced!

A catamaran owned by World City Travel had a nasty mishap as it crashed on Wednesday evening.

Renowned for its luxury Sydney Whale Watching Cruise, World City Travel will be tasked with rescuing its reputation after the pride of its fleet crashed into rocks in the harbour.

A spokesperson for World City Travel stated that due to the accident, participants of the next Sydney Whale Watching Cruise have been informed of its cancellation and that they will be provided with a full refund.



Photo: The World City Travel catamaran before the crash

Police were seen to be interviewing Captain Moby, who was in charge of the vessel at the time of the accident. They will be sure to take a look at any communications between the captain and the shore. World City Travel is reported to be undertaking its own investigation in tandem.

Initial reports are that, ruling out human error, the accident was likely to have been caused by bad weather. Although the skies have generally been lovely and clear in the past few days, a sudden change in conditions was recorded in the area around the time of the crash.

Amidst all this negative publicity, World City Travel is also launching pre-booking for its Adventure Fishing Tour, which will run from 15th November to 27th January. Will this have better luck? Only time will tell.

In the meantime, enjoy the rest of the whale migration season!

Minutes of World City Travel Staff Meeting

Date and Time: Wednesday 10th April 10am
Venue: Main Office Conference Room

Chairperson: Simon Lee, CEO
Members: Avery Goh, Manager
Captain Moby
Secretary: Nico Lin

Minutes of meeting

Mr Lee announced that he'd called this special meeting to discuss the results of the investigation into the catamaran incident which led to the cancellation of the Sydney Whale Watching Cruise.

Ms Goh stated that the Review Board had interviewed everyone onboard the catamaran at the time of the incident and had also inspected the damage to the catamaran. The Review Board had ruled that Captain Moby's actions kept the crew onboard safe. After a brief round of applause, Ms Goh announced that Captain Moby, according to the Review Board, had been instrumental in minimising damage to the catamaran.

Captain Moby expressed relief at the results and that he planned to return to work at the end of the month.

Mr Lee agreed that Captain Moby could now return to work after a well-deserved break. He also voiced concerns that World City Travel needed to do more to compensate the participants of the cancelled cruise to ensure they would continue to use the company when booking tours.

Ms Goh agreed to this idea. She suggested that participants be given the choice of another cruise in this migration season as part of the compensation package.

Captain Moby concurred as this would allow these participants to experience a World City Travel cruise. He also insisted it be emphasised that the cruise would be complimentary, agreed to by all. However, he suggested that the booking calendar be consulted first before contacting participants to ensure availability.

Mr Lee affirmed that booking availability for this season should be clearly communicated to the participants, as well as the change in cruise duration. He also added that participants should be informed of the details of the available cruises.

Ms Goh suggested that participants should be referred to the company website for the itineraries.

Mr Lee made the announcement that *Chez Poisson* could no longer provide the buffet for the Adventure Fishing Tour. *Sea Caterers* would take over and had committed to serve the same dishes. The new tour schedule would now start on 6th December due to the change, but would finish on the same date announced previously. The contractual break day would not be affected.

Ms Goh stated that, due to the intervention of Dr David Atkinson, the live music on the yacht had been cancelled. Dr Atkinson's concern was that it would scare away the fish.

The meeting ended at 11:45am.