

Number and types of complaints received by Ngong Ping 360
(From 1 January 2008 to present)

Types of complaints	2008	2009	2010	2011	January 2012	Total
Marketing	3	1	1	1	0	6
Website Information	3	1	0	0	1	5
Retail Services at Ngong Ping 360	6	1	1	2	0	10
Shop Tenants of Ngong Ping Village	5	2	0	4	0	11
Queuing and Boarding Arrangements	33	12	12	11	4	72
Guest Services	4	5	2	10	7	28
Ticketing Service	39	33	9	7	0	88
Ngong Ping 360 Hotline	2	0	1	1	1	5
Operation of the Ngong Ping Village	3	0	1	1	0	5
360 Holidays Guided Tour	0	0	0	1	0	1
Staff Performance	11	3	7	4	1	26
Others	11	6	7	7	2	33
Total :	120	64	41	49	16	290