



2019 Macao Smart Hotel Award

Rules & Regulations

主辦單位
Entidade Organizadora
Organizer

澳門郵電 CTT
Correios e Telecomunicações de Macau



協辦單位
Entidades Colaboradoras
Collaborators

MACAU

澳門特別行政區政府旅遊局
DIRECÇÃO DOS SERVIÇOS DE TURISMO
MACAO GOVERNMENT TOURISM OFFICE



CPTTM

澳門智慧城市發展中心



支持單位
Organizações de Apoio
Supporting Organizations

澳門酒店業商會
ASSOCIAÇÃO DOS HOTELEIROS DE MACAU
MACAU HOTELIERS & INNKEEPERS ASSOCIATION



Associação de Hotéis de Macau
Macau Hotel Association



澳門郵電 CTT
Correios e Telecomunicações de Macau



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1. Organizer

Macao Post and Telecommunications Bureau (CTT)

2. Collaborators

Macao Government Tourism Office (MGTO)

Macao Productivity and Technology Transfer Centre (CPTTM)

3. Supporting Organizations

Macao Hoteliers and Innkeepers Association

Macao Hotel Association

4. The Aim

Intellectualization is one of the main development trends of the hotel industry in the future. The use of intelligent technology can bring different benefits to the hotel. To cooperate with the development orientation of the SAR Government to build a world tourism and leisure center, the CTT launches the "Macao Smart Hotel Award", the aim is to award the hotels which enhance their business efficiency and optimize the customer experiences through comprehensive communication networks and advanced electronic professional solutions. This will increase the industry's emphasis on and participation in the development of intellectualization, and promote its intelligent management to meet customer needs.






5. Eligibility*

Macao hotels fulfill the following conditions are eligible to participate in the "Macao Smart Hotel Award":

1. Must be operating in accordance with the laws and regulations in Macao and possesses a valid hotel license issued by the MGTO;
2. Have participated in the "FreeWiFi.MO" program.

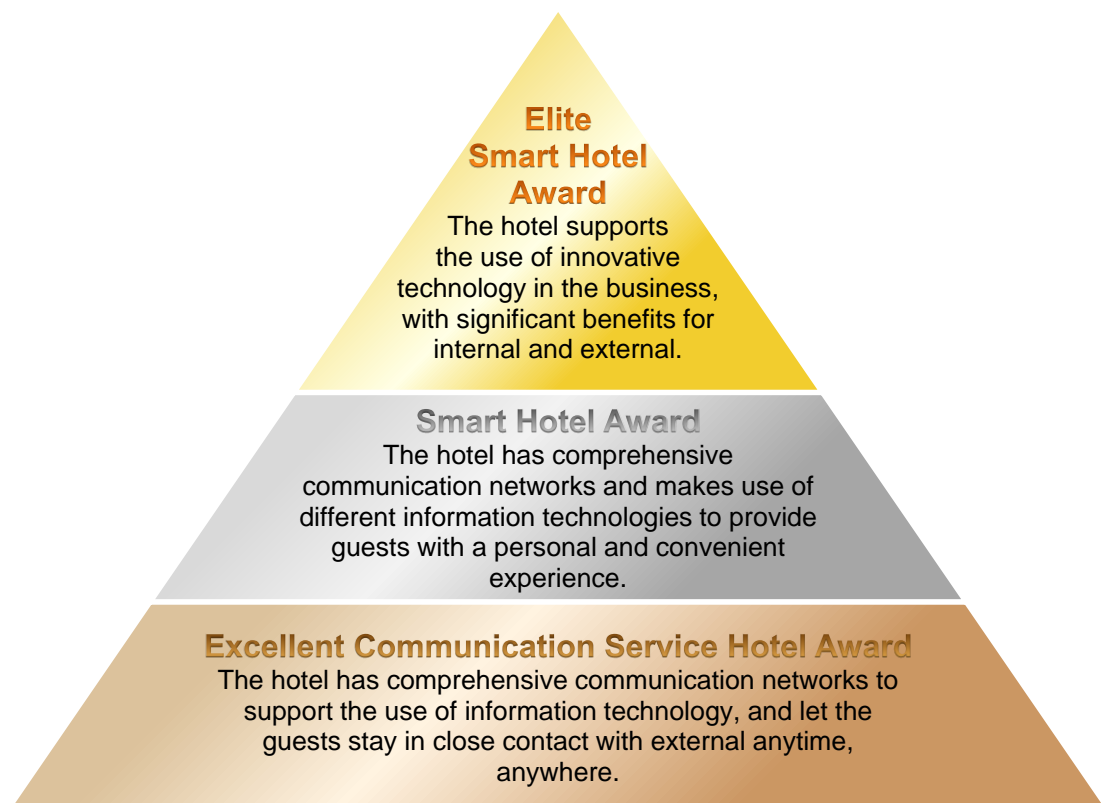
* From the date of submission of the application form.

6. Benefits

-  Through the use of information and communications technology, can reduce operating costs, improve efficiency and management level, and improve customer satisfaction;
-  Let the work of intellectualization be objectively evaluated and affirmed, and enhance the corporate image;
-  Provide a promotional highlight for the hotel and get more promotional opportunities;
-  Contribute to building a smart city and promoting smart tourism in Macao;
-  Have the opportunity to participate in the activities related to the Program, such as visits, information sharing and seminars, etc.

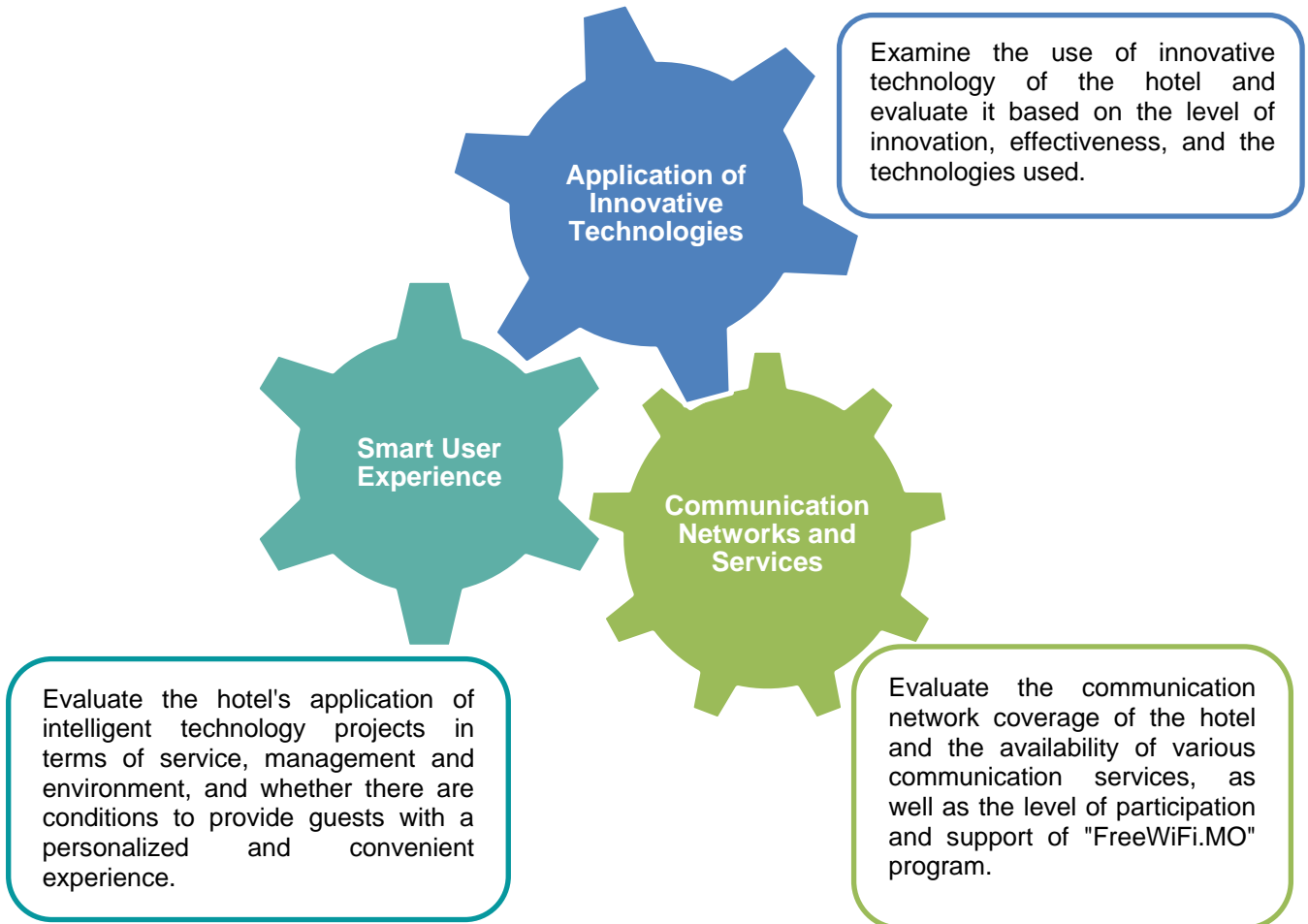
7. Introduction of the Award

There are three levels of awards, and the “Elite Smart Hotel Award” is the highest level:



8. Assessment Criteria

The Judging Panel ¹ rates the hotels based on 3 areas, namely "Communication Networks and Services", "Smart User Experience" and "Application of Innovative Technologies". Hotels that meet the award requirements will receive the corresponding awards.

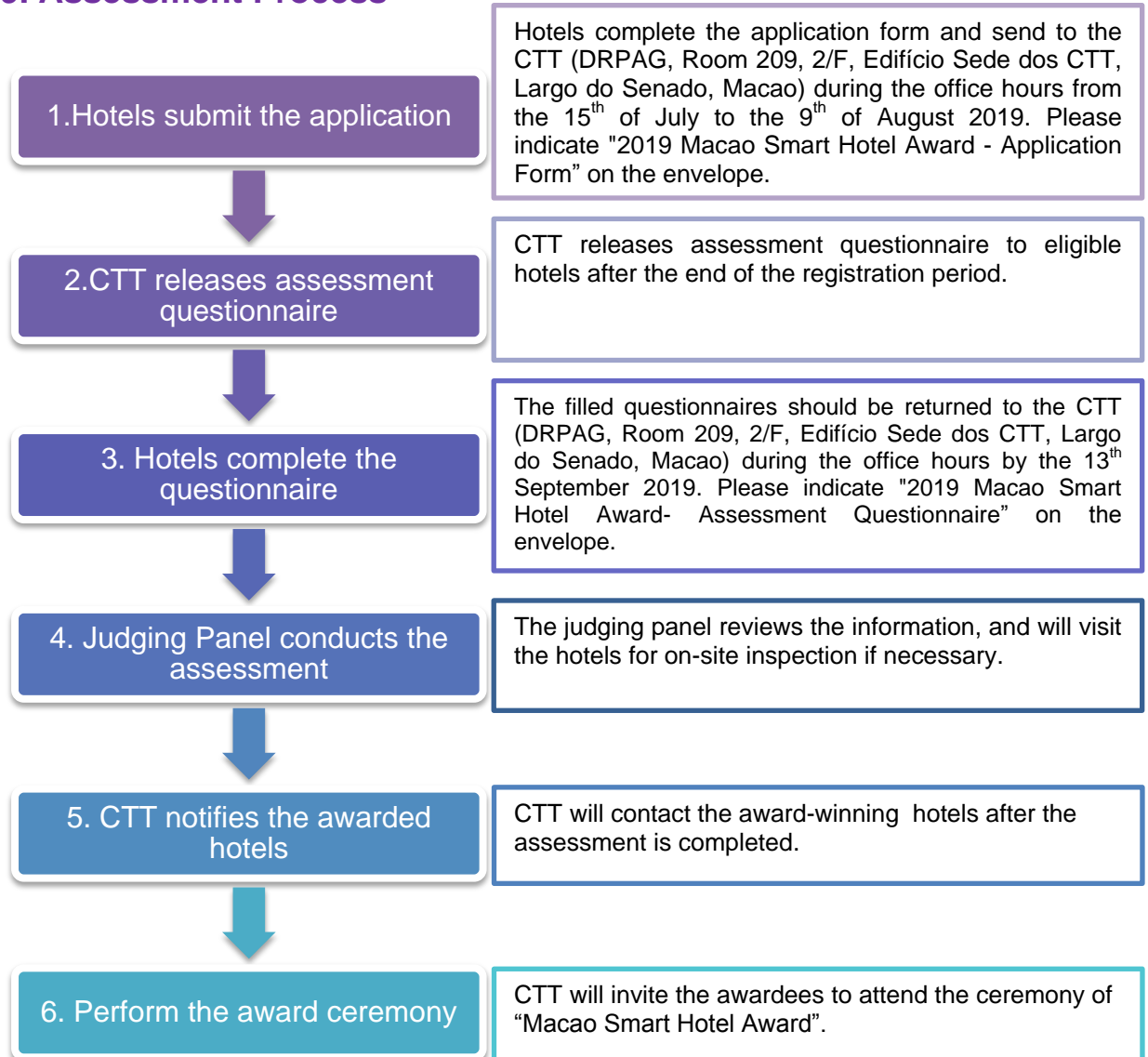


The assessment areas for each level of awards are as follows:

Assessment Areas \ Awards	Communication Networks and Services	Smart User Experience	Application of Innovative Technologies
Elite Smart Hotel Award	✓	✓	✓
Smart Hotel Award	✓	✓	Not Applicable
Excellent Communication Service Hotel Award	✓	Not Applicable	Not Applicable

¹ The judging panel consists of representatives of the CTT and professionals invited by the CTT.

9. Assessment Process



10. Activity Schedule

Activities	Timeline
Submission of Application Form	From the 15 th of July 2019 to the 9 th of August 2019
Submission of Assessment Questionnaire	By the 13 th of September 2019
Conducting Assessment	From September to October 2019
Award Ceremony	Expected in November 2019, the date and time will be announced later.

11. Notice

1. The application form and the evaluation questionnaire must be submitted before the deadline. All late applications will not be considered.
2. If any false information or concealment is found, the organizer has the right to revoke the participation or candidacy of the respective hotel.
3. The organizer reserves the right to amend all terms and conditions of the activity and reserve the final decision on any dispute.
4. In the event of any conflict between the Chinese, English or Portuguese versions of this Regulation, the Chinese version shall prevail, and the English and Portuguese version are for reference only.

12. Enquiry

Macao Post and Telecommunications Bureau

Information Technology Development Division

Tel: Ms. Leong (8396 8134) or Ms. Chao (8396 8133)

Fax: 8396 8603

Email: ddtipro@ctt.gov.mo

Website: <http://telecommunications.ctt.gov.mo/>

Address: Largo do Senado, Edificio Sede dos CTT

Office Hours: Monday – Thursday 9:00 - 13:00; 14:30 - 17:45

Friday 9:00 - 13:00; 14:30 - 17:30

~End~

Appendix : Application Form

Application Form for 2019 Macao Smart Hotel Award



Please return the completed application form to the CTT (DRPAG, Room 209, 2/F, Edifício Sede dos CTT, Largo do Senado, Macao) during the office hours from the 15th of July to the 9th of August 2019. Please indicate "2019 Macao Smart Hotel Award - Application Form" on the envelope.

Enquiry Hotline: Ms. Leong (8396 8134) or Ms. Chao (8396 8133)

Email: ddtipro@ctt.gov.mo.

Hotel Information

Chinese Name: _____

English Name: _____

Address: _____

Contact Person

Name: _____

Title: _____

Email: _____

Tel: _____ Fax: _____

Confirmation of Application

Signature of Hotel Representative:	Organization Seal:
Name of Signatory:	Title of Signatory:

Note: The personal data collected in this application form will only be used for this event.

*** For Organizer Use Only *** (Hotel does not need to fill out)

Application No.:	Staff:	Date of Receipt: ____ / ____ / ____
Received Information: <input type="checkbox"/> Application Form		
Date of Application Endorsement: ____ / ____ / ____		
Issue Date of Questionnaire: ____ / ____ / ____		