

TIC Tourist FAQ Test (For Intern):-

1. Where is the nearest bus stop? (2)
 - Weld Quay Jetty Bus Terminal
 - Komtar Bus Terminal
 - Bukit Jambul Bus Hub **Is this the nearest bus stop?**
2. Where to get the taxi? (1.5)
 - Swettenham Pier Cruise Terminal **Are you sure the taxi will be always ready at there?**
 - Weld Quay Jetty Bus Terminal
 - Komtar **where?**
3. Where can I get the Rapid Penang Passport? (1.5)
 - Komtar Bus Terminal (The office located near to bus station) **It was a little kiosk there instead of office.**
 - Weld Quay Jetty Bus Terminal (The office located at the middle of the bus station)
4. What are the payment methods for the public bus services? (1.5)
 - Cash (small change and coins)
 - The tourist can use the Rapid Penang Passport (you can purchase the card at the bus station at Komtar bus terminal or at Weld Quay Jetty bus terminal It costs only RM30. **Where is the bus station to buy the Rapid passport card? How long the pass will last?**
5. How can I go to Penang National Park from airport? (0.5)
 - Can book a grab
 - Book a Taxi
 - Are you sure there is no any bus services provided from airport to the national park?**
6. How much is the taxi and bus fare to Penang Hill? (2)
 - Taxi is Rm 20 to Rm 30 from George Town
 - The bus is below Rm 2 from George Town
7. What is the best way to go to Kek Lok Si temple? (2)
 - Taking a Grab
 - Take Public bus (take bus 201 from komtar bus terminal or Weld Quay Jetty Bus Terminal.)
8. Where is the nearest ATM? (2)
 - Alliance bank Infront of Tourist Information Centre
 - Am bank Infront of the 7 eleven
 - Beside the Happy mart there's an OCBC bank and the same row u can see RHB bank
9. Where is the money changer? (2)
 - The nearest one is Syarikat Abdul Muthalif sdn.bhd. (Infront of Happy mart)
 - KMA Trading Sdn Bhd (opposite RHB bank)
 - Please make sure the company are licensed and operate legally.**

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10. Where can I get a local SIM card? (1.5)
- Convenient store 7 eleven and Happy Mart
 - Nearest Phone shop (Impian phone shop 2 shop away from Wonderfood museum) **Please make sure the shop are operate legally.**
11. How can I get the internet connection? (1)
- Nearest Café or coffee Shop
 - Recommend buying a SIM card **Why?**
12. How can I rent the car or van? Any documents needed? (1.5)
- This are the contact number for the car rent you may call them and ask about the booking details.
 - Europcar Rental
Tel: +6012 329 3010
 - Hawk Penang Rent-A-Car
Tel: +6016 207 6536
 - Hertz Car Rental
Tel: +604 226 8602
- Please make sure the above agents operate legally and contact number is correct.**
13. How can I rent the motorbike? Any documents needed? (1)
- You can rent at La Belle Vespa Rental, Lebuh Chulia
 - SE Express Service, Lebuh Chulia
- You are not answering what documents it is needed. Please make sure the business are operate legally.**
14. Where can I rent the bicycle? (0.5)
- You can rent bicycle at Chulia Street at the local shop (they don't have any spec **What? Please answer full. Are you sure they could found in Chulia Street?**)
 - Download LinkBike app and rent the LinkBike from the station you may refer the nearest LinkBike station in the app or not you can refer to the Marking George Town map. **They can directly scan the code to rent the linkbike at any linkbike station/kiosk.**
15. Where is the nearest washroom? (1)
- The nearest washroom is at The Whiteaways Arcade (Take the main entrance go straight and turn on your right and the washroom located at the back).
16. Where is the luggage storage? (0.5)
- PostCo Bag & Luggage Storage Arc Express Agency - Book Online at postco.co/bags. **Is this the only agent provide luggage storage? Are they operate legally? What is their T&C?**
17. Where is the nearest post office? (1)
- At Downing street (Behind HSBC Bank and the building is tall and in yellow)

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18. Travel Visa going to expired, what can I do? (0.5)

- You can go to the immigration office (From Tic take you left go straight until u see a police station, the immigration located beside the police station) **Are you sure the immigration office there are still operating and allowed to renew visa?**
- Call to the immigration office 04-250 3418 and ask about the details of the Visa

19. Where is the China bank? (1)

- The china bank located at Lebuh Pantai (Beside Tourism Malaysia and HBSC bank)

20. Where is the nearest western union? (0.5)

- Its located at Downing street (same building with Pos Malaysia it's a yellow colour building) **Please provide the name of the company or building.**

21. Where is the nearest photo shooting studio? (1)

- Milestone Pictures at Indian House building (Mon- Fri 9 am-2 pm)
- Raam Video & Photos Wedding Planner at Penang street (Mon-fri 9 am-9pm) (at little india 3 shop away from woodland restoran)

Please make sure both of the studios are operate legally and still operating.

22. Where can I get the Photostat & printing services? (1)

- Perfect printing & Dpduoprint trading at Lebuh Gereja (Take your right from TIC go straight and turn to Lebuh Gereja on your right and you can see the shop on you right)
- Georgetown Printers at Bishop Street (Take your left from Tic and then turn left walk straight and 1 shop away from the chinese kopi restoran)

Please make sure both shop are operate legally and provide printing service for public.

23. Where is the nearest convenient store? (2)

- At lebuh Pantai (From TIC take your right there will be Happy Mart in the corner)
- The 7 eleven located beside Qualitas Health Clinic (From Tic take your left walk straight u can see the clinic)

24. Where is the nearest clinic? (1)

- Qualitas Health Klinik IMA at Lebuh Pantai (Beside 7 eleven)

25. Where is the nearest pharmacy? (1.5)

- Green River Pharmacy (China Street) (From Tic take you right walk straight to the RHB bank the pharmacy located behind the RHB bank)
- The Apothecary Pharmacy (Church Street) **Please make sure it is still operating and operate legally.**

26. Where can I rent the wheelchair? (0)

- Im not sure about it Shirley I have serach but I didn't get any details about it. **Please do the research instead of no answer just because you have no ideas.**

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27. Any transportation service for disabilities people? (1)
- Eden Handicap Service Centre at Jln Sir Hussein, Taman Kennedy, 11600 George Town, Pulau Pinang
 - Malaysia Trade & Transport at Pengkalan Weld, George Town **Please make sure the business are still operating and it has provide this type of services.**
28. Can I join the free tour - George Town Walkabout Tour? (1)
- George Town Walkabout tour has been suspended until further notice. (suspended due to covid)
29. Any other heritage tours available? (1)
- You may go to Penang Heritage Trust maybe they can help you with the Tour.
 - Penang Tourist Guides Association
30. Any food tours available? (1)
- Heritage on a Plate - Food Tours in George Town, Penang (you must go to their website and book the tour in advance)
 - 4-Hour Georgetown Food Tour (A minimum of 2 people per booking is required) **What is this? Who was the organizer? Please provide more information and make sure both tours are organized legally and still running.**
31. Any cycling tours available? (1.5)
- Half-Day Penang Countryside Cycling Tour **What is this? Who was the organizer?**
 - Penang George Town All-In-One Heritage Tour by Bicycle & Trishaw (Metro Bike) **Please provide more information and make sure both tours are organized legally and still running.**
32. Any other languages tours available? (such as French or German speaking tour) (0)
- I'm not sure about it maybe I can check in the google. **Should I wait for you to finish your research?**
33. We would like to have a private tour, any tour guide recommended? (1)
- You may go to Penang Heritage Trust maybe they can help you with the Tour. **PHT organized group tour and have to book in advance.**
 - Penang Tourist Guides Association you may refer to them **You are not answering which tour guide could be recommended.**
34. Any cooking class available? (0.5)
- The nearest is the Nazlina's Cooking Class. **Am I asking the nearest cooking class? Is this the only one cooking class available in Penang.**
35. Please recommend where to go & what to visit in Penang? (1)
- Penang Hill
 - Kek Lok Si **Temple**
 - Penang Peranakan Mansion **Pinang Peranakan Mansion**
 - Batu Ferringhi **Where to visit?**
 - Penang National Park **The name attractions should provide correctly.**

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36. I only have about five hours here, please recommend where to go & what to visit?

(2)

- You may take the Free CAT bus and travel around the city
- You may go to the nearest attraction place Pinang Peranakan mansion
- You may go around the Chulia street to see the street art and Steel rod sculptures in Gorge Town (Follow the street art and steel road sculptures in the Marking George Town Map) **Are you sure the street art areas was located around Chulia Street instead of Armenian Street?**
- You can also visit the Harmony of street where we have Church, Chinese temple, Indian temple and a mosque. **Street of Harmony**
- You may visit Clan Jetty where the house on the sea.

37. How can I get the free shuttle bus service? (1)

- You may get it from the bus station at Weld Quay Jetty Bus Terminal
- Get the bus from nearest bus stop from TIC (Bus stop 3 Infront RHB bank and bus stop 4 Infront police station)

38. Is the Hop On Hop Off travel bus services still available? (0.5)

- It's no available. **Please provide more information.**

39. How can I travel to Langkawi from Penang? (0.5)

- The best way is to take a flight
- By road you can find private agency near Komtar or you must go to Penang Sentral to take the bus. **Please explain more. What type of bus should take? Take the bus from where to where?**

40. How can I travel to Kuala Lumpur from Penang by road? (0.5)

- You must take the private bus (you can find private agency near Komtar or you must go to Penang Sentral to take the bus) **What kind of private bus? Do they need to charter the bus to travel?**

41. Any snorkeling activities available in Penang? (0.5)

- We don't have any snorkeling activities **Please explain more.**

42. Where is best place for snorkeling activities in Malaysia? (2)

- Perhentian Islands, Terengganu
- Pulau Tioman, Pahang

43. Where can I swim in Penang? (0.5)

- you can go to Batu Ferringhi and monkey beach to swim. **Please make which areas in Batu Ferringhi to swim. And explain more on monkey beach?**

44. Any public swimming pool available in Penang? (0.5)

- Kolam Rekreasi, George Town, Penang **Please provide more options.**

45. Where can I get the trishaw services? (0.5)

- Lebuh Chulia
 - Clan Jetty
- Are you sure the trishaw services will always ready at Lebuh Chulia and Clan Jetty?**

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46. How much the trishaw services will cost? (0.5)

- Rm 50 to rm Rm 60 Please make sure the information is correct.

47. Any budget hotels nearby? (2)

- 5imply 9ice Heritage
- Red Inn Court

Please make sure both hotels are still operating and operate legally.

48. Could you help to book/register the accommodation or events for us? (2)

- Sorry we cannot help to book but we can help you to find the near accommodation and the details for you.

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49. Could you help to book a taxi service for us? (0.5)
- We can help you to give the Taxi number, but we cannot help you to book
We could actually help to call and book the taxi service to pick up the tourist at TIC directly but payment the tourist should pay direct to the driver.
50. Where to try the local street food? (0.5)
- You can try the local street food at the nearest food court beside Alliance bank
Please provide more options?
51. Any seafood restaurant nearby that you will recommend? (0.5)
- Bali Hali Seafood market, George town Please provide more options?
52. Please recommend which food that is must try in Penang? (2)
- Char koay teow
 - Laksa
 - Hokkien mee
 - Nasi kandar
53. Where is the nearest shopping mall? (2)
- Prangin mall
 - 1st Avenue mall
54. Where is the nearest supermarket? (2)
- 1st Avenue mall (village grocer)
 - Gama supermarket
55. Where is the nearest local wet market? (0.5)
- Campbell street market Are you sure it is a wet market? Please provide more options.
56. How can I get the bus travel to Kuala Lumpur? (1)
- Private agency at komtar and penang sentral bus station Please explain more.
57. How can I travel to Pulau Perhentian from Penang? (0.5)
- By flight or private bus Direct flight and direct bus will reach at Pulau Perhentian directly? Where is last stop? Please explain more.
58. How can I travel to Thailand by train from Penang? (1)
- Take train from Ktm Butterworth to Padang besar
(You must take ferry to go to Ktm Butterworth from George Town)
59. Where is the bus stop to take the bus travel to the other state? (1.5)
- Penag Sentral
 - Near komtar (Private Agency)
60. Any events on going currently? (2)
- George Town Literary Festival
 - Penang International Dragon Boat Festival

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Thank You