

TIC Tourist FAQ Test (For Intern):-

1. Where is the nearest bus stop? (0.5)

The nearest bus stop here you can go either at RHB bank on the right from here, or in front of the police station when you take left and just straight before clock tower. **These stations is only for CAT bus instead of normal buses.**

2. Where to get the taxi? (1)

You can have this number, City Radio Taxi Service (+604-229 9467), or you can get from hotel. If from here, you may go to Royale Chulan just cross this road go left then get to the public parking beside the foodcourt and go straight to the hotel lobby.

3. Where can I get the Rapid Penang Passport? (1.5)

There is no more Rapid Penang Passport. They only have normal number buses with payment that go to destinations as you can refer from the Penang Tourist Map, and free shuttle bus around the town, we have CAT. Then, Charter Bus Service and then My50 Mutiara Pass offers 30 days unlimited rides for all Malaysians on Rapid Penang bus services.

Should also mention where to get the pass.

4. What are the payment methods for the public bus services? (1)

Since they only accept cash, please keep in mind to keep small notes and coins because once you pay to the driver there is no changes back. The fares is around RM2.00 - RM5.00.

5. How can I go to Penang National Park from airport? (1.5)

To get there you can take Grab, taxi or even by bus. Since the locations is quite far from each other, taking bus might take longer time to arrive. **Also, they need to take the bus from Airport to the town then change bus to the National Park.**

6. How much is the taxi and bus fare to Penang Hill? (1)

The taxi fare is based on the kilometer and also the driver, can up to RM40.00 - RM 60.00. If by Rapid bus the fare is around RM2.00 - RM4.00

7. What is the best way to go to Kek Lok Si temple? (2)

To get there you can take bus number 201/203/204/502 from Komtar. Other than that, you may take taxi or Grabcar.

8. Where is the nearest ATM? (1)

You can go to banks around like in front here is Alliance Islamic bank or walk a bit to the right there is OCBC Bank and RHB Bank.

9. Where is the money changer? (1)

The nearest here is just opposite and walk to the right. Syarikat Abdul Muthalif. Also you can get money changer at malls like Prangin Mall, near to Komtar. **Please make sure the business are operate legally.**

10. Where can I get a local SIM card? (1)

Can get at foodcourt opposite here. Look for the Hotlink there. Other than that, you can get at nearest mall, Prangin Mall at Komtar. **Also, can be found in any convenient shop.**

11. How can I get the internet connection? (2)

You need to have local sim card to have the internet connection here. If want to have wifi, you can try at cafes also.

12. How can I rent the car or van? Any documents needed? (1)

You can get at any car rental service such as Pinang City Car Rental at Armenian St. For van, may try Penang Tour Van Transport Service on (012-359 1098). Be prepared on your passport and driving license.

Please make sure the company are operate legally.

13. How can I rent the motorbike? Any documents needed? (0.5)

You can look for Happy Ken Motorbike Rental at Love Lane. Be prepared on passport and driving license.

Please advise more options or ask the tourist search the shop along the Chulia st, make sure the company are operate legally.

14. Where can I rent the bicycle? (1)

You can either rent via LinkBike, need the apps together with it. Or you can get at Victoria St., and Armenian St.

You may also explain more detail about the LinkBike, not necessarily need the app.

15. Where is the nearest washroom? (1)

There is nearest public toilet at the back, just right down 3 doors. You will see the main entrance, then to the right you will see the toilet beside the lift. **Please advise more options.**

16. Where is the luggage storage? (1)

Can go to G & G Express Agent at ICT Komtar (Bus terminal beside Happy Mart convenience store). Other than that, PostCo Bag & Luggage Storage Arc Express Agency at Chulia St.

Please make sure the company are operate legally.

17. Where is the nearest post office? (2)

Opposite here to the left, walk straight until HSBC Bank. Then to the right, walk straight you will see the Post Office, infront of the public car park.

18. Travel Visa going to expired, what can I do? (0)

You have to apply for a new Malaysia visa. You may also go to Tourism Malaysia office to get futher info, just walk to the clock tower you will see in front of Fort Cornwallis. **Tourism Malaysia are not able to handle this matter. Foreign travel visa expired or wish to extend visa period, should refer to Immigration department.**

19. Where is the China bank? (1)

Cross this road, go to left you will see Bank of China the offwhite building before the HSBC Bank at the end of the junction.

20. Where is the nearest western union? (1)

Opposite here to the left, walk straight until HSBC Bank. Then to the right, walk straight you will see the Post Office and then the Western Union beside it, infront of the public car park. **Please advise more options.**

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

Can try at Raam Video & Photos Wedding Planner in Penang St. Also, STUDIO123 Photo Studio at Gama Supermarket. **Please make sure the company are operate legally.**

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

Phoenix Printers Sdn. Bhd. at Church St. Just to turn right until end of this bulding, Turn right again and straight to end of this building too. Another one at Bishop St., Georgetown Printers Sdn. Bhd. just to the left and straight to the back into Bishop St. **Please make sure the company are operate legally.**

23. Where is the nearest convenient store? (1)

Just to the right end of this bulding there is Happy Mart. Another one, to the left on the next building is 7-Eleven.

24. Where is the nearest clinic? (1)

Nearest clinic next to this building, from here just to the left and you will see beside the 7-Eleven. **Please advise more options and also provide the name of clinic.**

25. Where is the nearest pharmacy? (2)

Can go for Green River Pharmacy at China St on the right from here. Behind the RHB Bank. Another one, ALPRO PHARMACY in Chulia St.

26. Where can I rent the wheelchair? (2)

You can rent in malls, other than that you may try at the pharmacy. Such as Alpro Pharmacy

27. Any transportation service for disabilities people? (1.5)

You may try Rapid Penang's Rapid Mobility by call to 04-2381214. Others, Penang Tour Van Transport Service on 012-359 1098 **Please make sure the tour agent are operate legally.**

28. Can I join the free tour - George Town Walkabout Tour? (1)

Unfortunately, the George Town Walkabout Tour is currently not available until further notice.

29. Any other heritage tours available? (2)

For the other heritage tours, you may refer to the these association, Penang Heritage Trust on Church St. infront of Pinang Peranakan Museum and Penang Tourist Guides Association at Prangin Mall.

30. Any food tours available? (1)

There is Heritage Halal Food Trail but only on every 1st Saturday of the month, so you may booking the slot first (Whatsapp: 016-5367591) **Please advise more options.**

31. Any cycling tours available? (2)

There is half-day Penang Countryside Cycling Tour at Balik Pulau (Contact: +60 16 4522 100), other than that, Metro Bike Cycling Tour (Contact: +06 12 429 0035)

32. Any other languages tours available? (such as French or German speaking tour) (1) You

may refer to Penang Tourist Guides Association. (Contact number: +604-285 0213 | +6011-1546 1966)

Please provide more options.

33. We would like to have a private tour, any tour guide recommended? (1)

For a private tour, you may refer to Penang Tourist Guides Association (Contact number: +604-285 0213 | +6011-1546 1966). Other is Penang Heritage Trust, (Contact number: +604-264 2631) **TIC could able to provide them any tour guide contact number directly also.**

34. Any cooking class available? (2)

You can try Nazlina's Cooking Class at Campbell St., (contact: +6012 453 8167). Others is Cooking Tours at Tropical Spice Garden.

35. Please recommend where to go & what to visit in Penang? (2)

In Georgetown, you can visit to Fort Cornwallis, Pinang Peranakan Mansion, Wonderfood Museum, Cheong Fatt Tze Blue Mansion and also The TOP Komtar. While outside of Georgetown, you can go to Penang Hill, Entopia Butterfly Farm, Kek Lok Si Temple also with Kampung Agong. All you may see in Penang Tourist Map.

36. I only have about five hours here, please recommend where to go & what to visit? (2) Since you're

in here less than a day, I would suggest you to go around the town by free CAT bus to look for some street foods together with the street art area. Then, as well as Little India, Wonderfood Museum, Pinang Peranakan Mansion, Cheong Fatt Tze Blue Mansion, The TOP Komtar and Clan Jetties.

37. How can I get the free shuttle bus service? (2)

It called as CAT Bus, so we will refer to Marking Georgetown Maps as it shows where its begin; from the bus station until Komtar then it come back. You may take the bus at any bus stop here the nearest one at RHB Bank and Police Station.

38. Is the Hop On Hop Off travel bus services still available? (1)

Its currently unavailable until further noticed, but you may also ride the Free shuttle bus called as CAT that goes around the town. It goes on every 15 - 20 minutes depend on the traffic.

39. How can I travel to Langkawi from Penang? (1)

The fastest way is by direct flight. The other way is by road you have to take a bus to other state; Kuala Kedah or Kuala Perlis then only you have to get a ferry from there to Langkawi. **It is because the Langkawi ferry services are suspended temporarily in Penang.**

40. How can I travel to Kuala Lumpur from Penang by road? (2)

You may go by train which you need to go KTM Butterworth in mainland or by bus from Penang Sentral.

41. Any snorkeling activities available in Penang? (2)

Penang is not the best spot for snorkeling or even swimming in the sea because need to precautions on jellyfish.

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

You may go to Langkawi, Perhentian Island, Tioman Island or even Redang Island to experience a good one.

43. Where can I swim in Penang? (2)

Can go to Batu Ferringhi beach area, National Park but must precautions on jellyfish.

44. Any public swimming pool available in Penang? (1)

Can give a try at Penang Municipal Park located at Persiaran Kuari, Pulau Tikus. Opens daily 7am - 7pm.

Please provide more options.

45. Where can I get the trishaw services? (2)

You may get it at Penang Road, in front of Cititel Hotel.

46. How much the trishaw services will cost? (1.5)

The rate can up to RM60 per hour and half the rate for a 30-minute ride. It is also depend on the rider.

47. Any budget hotels nearby? (2)

Yes there is a few budget hotel nearby such as Georgetown Inn by Sky Hive, Victoria Inn at Victoria St., Merlin Hotel in Penang Road.

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

Im very sorry but we cannot do the booking for you, we only can help and show you where it can be done by your own.

49. Could you help to book a taxi services for us? (1)

Im very sorry but we cannot do the booking for you, we only can help and show you where it can be done by your own. Other than that, you may go to the hotels to asked from them to book the taxi. Actually we are able to book the taxi service for them, but the pick-up point should at TIC and payment they must pay directly to the driver.

50. Where to try the local street food? (2)

In here you can find local street food most of the places around, like you can try street foods along the clan jetties there, you may also go to esplanade foodcourt. Other than that, you also can go at Chowrasta Market area.

51. Any seafood restaurant nearby that you will recommend? (1)

You can try at Weld Quay (Tree Shade) Da Shu Xia Seafood House. Please provide more options.

52. Please recommend which food that is must try in Penang? (2)

In Penang you must try Assam Laksa, Pasembur, Nasi Kandar also with Baba Nyonya peranakan dishes.

53. Where is the nearest shopping mall? (2)

Nearest shopping mall you can go to Prangin Mall that is also connected to Komtar and 1st Avenue Mall.

54. Where is the nearest supermarket? (1)

You can go to Giant Supermarket Penang Plaza in Burma Road. Then, Mydin supermarket at Penang Road. It can be also Gama supermarket or Village Grocer at 1st Avenue.

55. Where is the nearest local wet market? (1)

You can go to Campbell Street Market in Campbell St. Others, Cecil Street Market at Cecil St. Campbell street market are not wet market, but beside it Chowrasta market, it is wet market.

56. How can I get the bus travel to Kuala Lumpur? (2)

You can take the bus either from Penang Sentral or Sungai Nibong bus terminal, for the ticket purchase you can make it online at easybook website, or book at the counter ticket itself.

57. How can I travel to Pulau Perhentian from Penang? (2)

To get there you must go to other state which is Terengganu, you can go by flight or bus then only take a boat services from Kuala Besut to Pulau Perhentian.

58. How can I travel to Thailand by train from Penang? (2)

From here you have to take the ferry at Swettenham Pier, then arrived at Penang Sentral. You have to go to the KTM Butterworth just right to it.

59. Where is the bus stop to take the bus travel to the other state? (1)

You may go to Sungai Nibong Bus Terminal, or at the Penang Sentral

60. Any events on going currently? (2)

In Penang now we're having Pesta Pulau Pinang at Sungai Nibong, 6pm - 12am. If you interested to look around for Christmas deco you may go to the malls.

Thank You