



GUAM VISITORS BUREAU

Hong Kong Visitor Tracker Exit Profile

FY2014 - 3rd Qtr (Apr~Jun 2014)



Prepared by: QMark Research

Information contained herein is the property of the Guam Visitors Bureau.

The use of this information, in part or in whole, shall require written permission from the Guam Visitors Bureau.

Background & Methodology

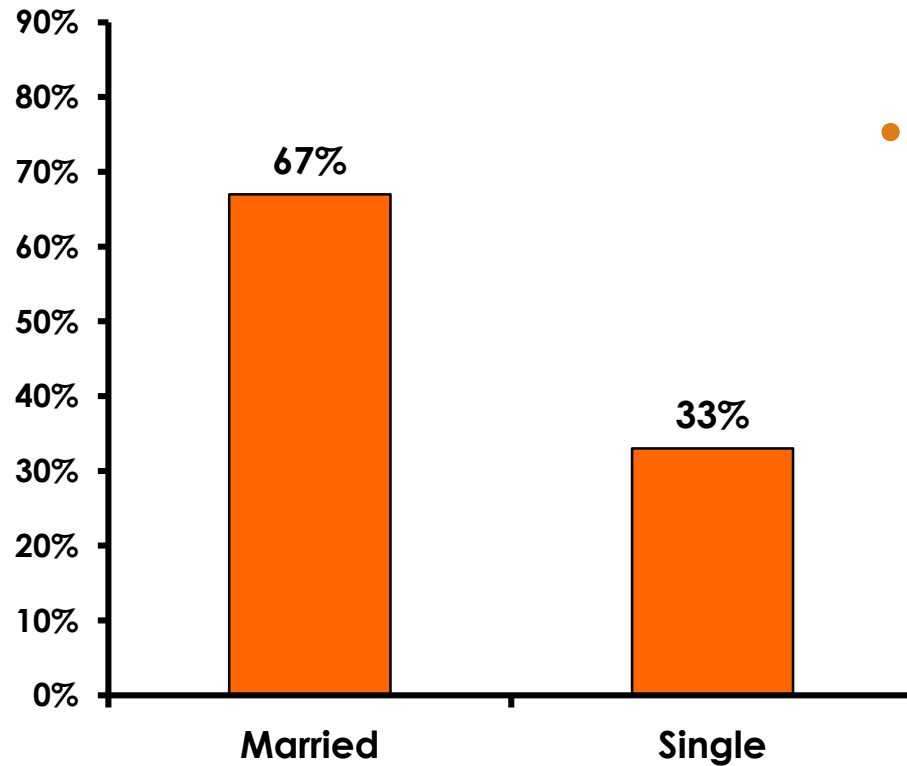
- All surveys were partially interviewer administered, as well as self-administered. Upon completion of the surveys, QMark's professional Japanese speaking interviewers double-checked each questionnaire for consistency and completeness, while the respondent is present.
- A total of **162** departing Hong Kong visitors were randomly interviewed at the Guam A.B. Wonpat International Airport's departure and waiting areas.
- The margin of error for a sample of **162** is +/- 7.70 percentage points with a 95% confidence level. That is, if all Hong Kong visitors who traveled to Guam in the same time period were asked these questions, we can be 95% certain that their responses would not differ by +/- 7.70 percentage points.

OBJECTIVES

- To monitor the effectiveness of the Hong Kong seasonal campaigns in attracting Hong Kong visitors, refresh certain baseline data, to better understand the nature, and economic value or impact of each of the targeted segments in the Hong Kong marketing plan.
- Identify significant determinants of visitor satisfaction, expenditures and the desire to return to Guam.

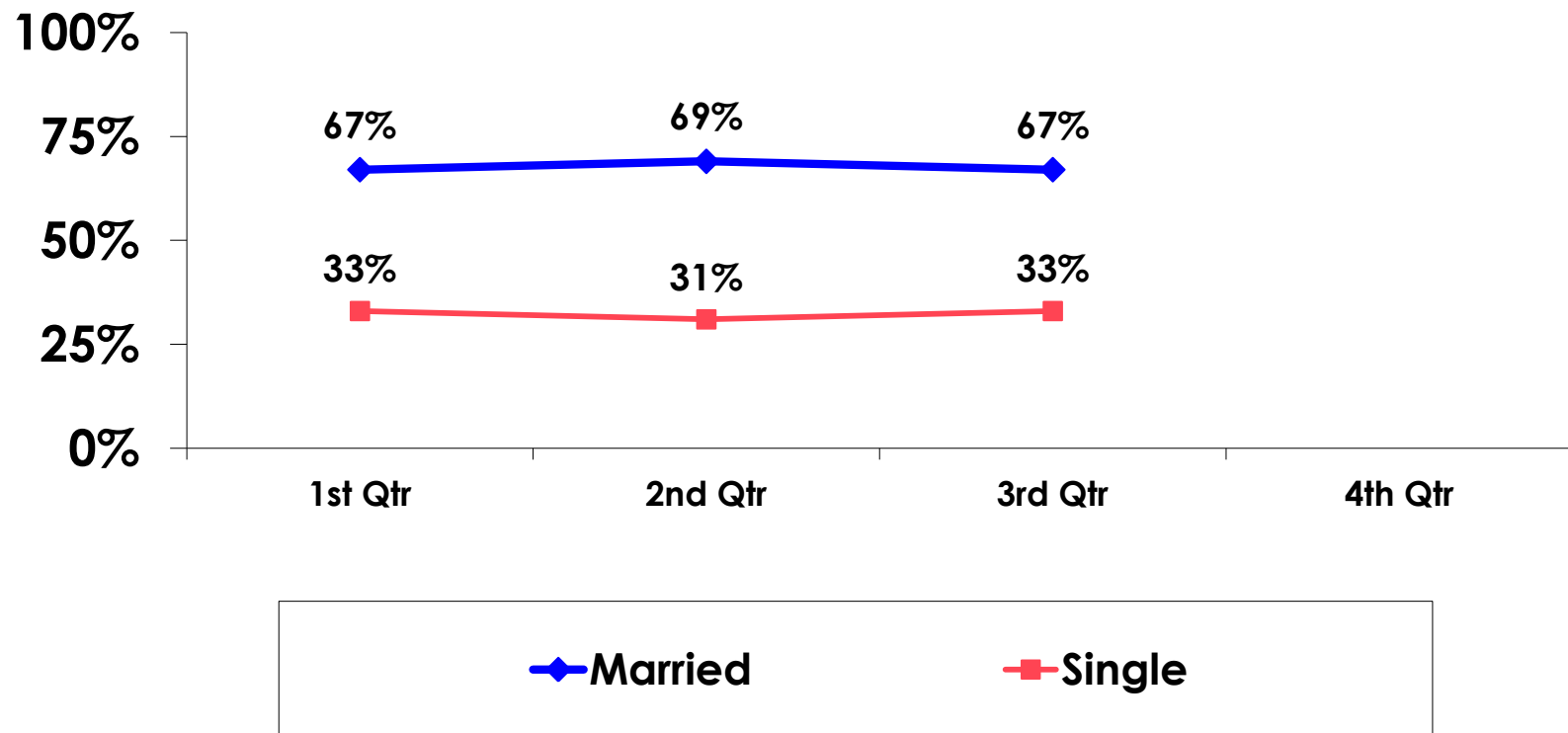
SECTION 1 **PROFILE OF RESPONDENTS**

Marital Status - Overall

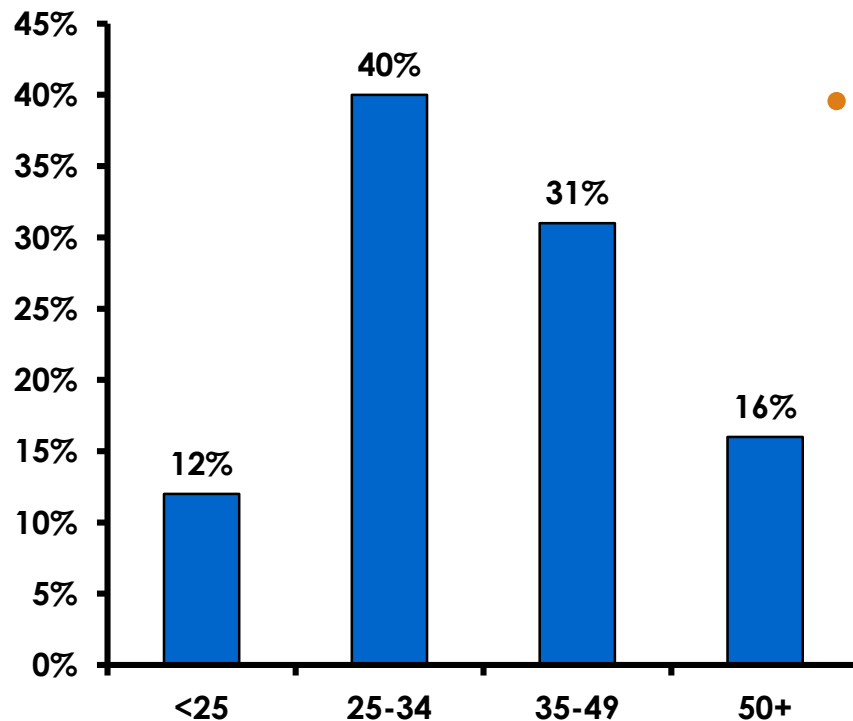


- Majority of visitors are married.

MARITAL STATUS

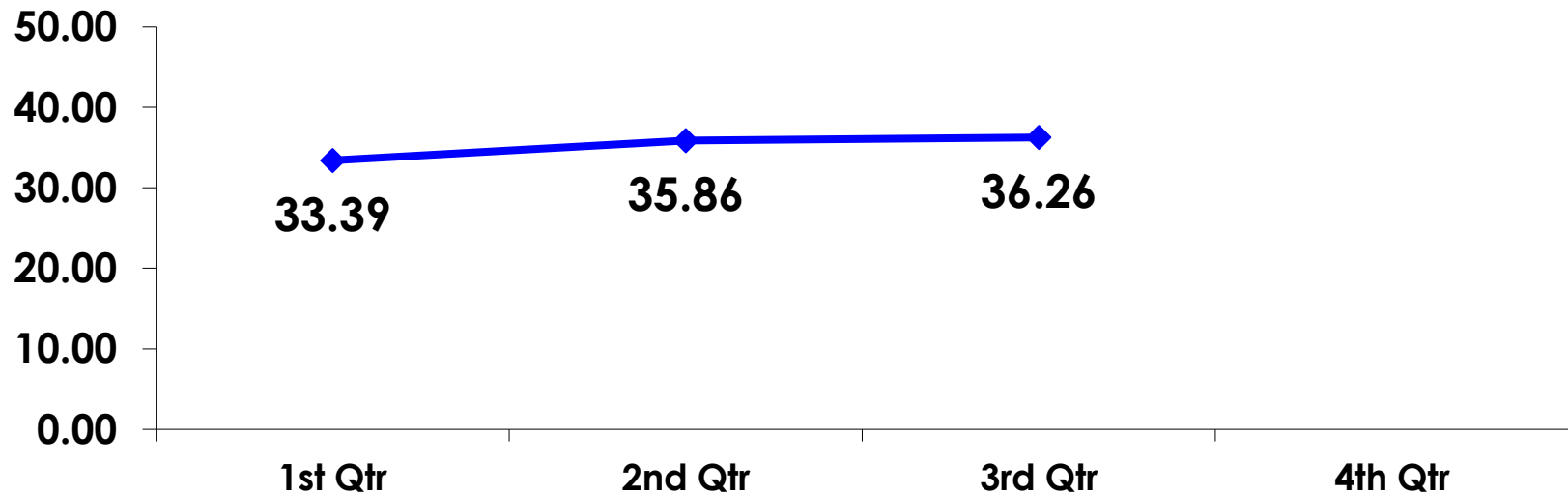


Age - Overall

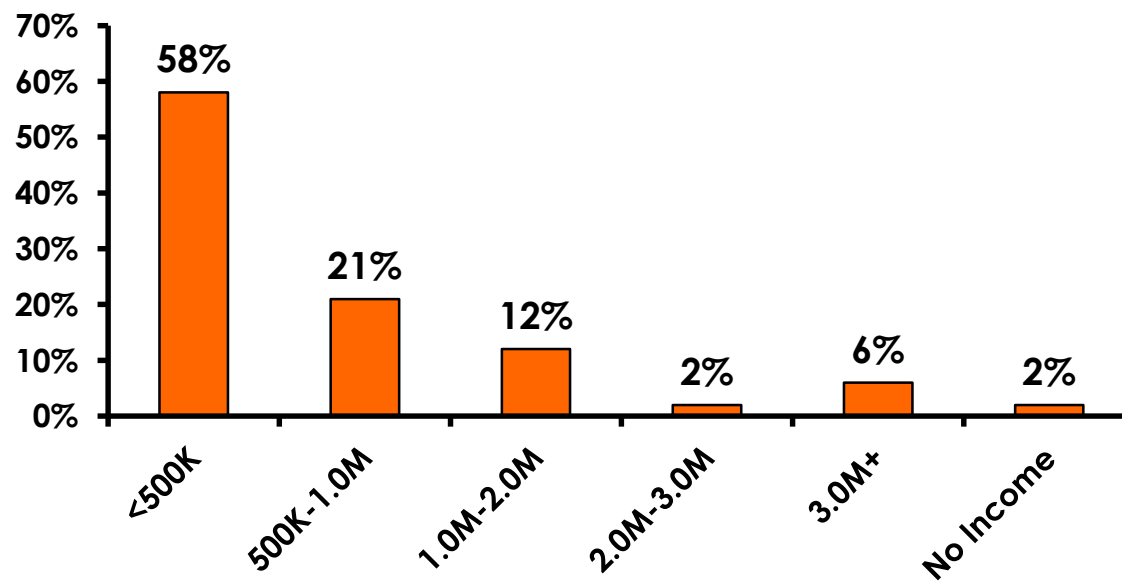


- The average age of the respondents is 36.26 years of age.

AVERAGE - AGE

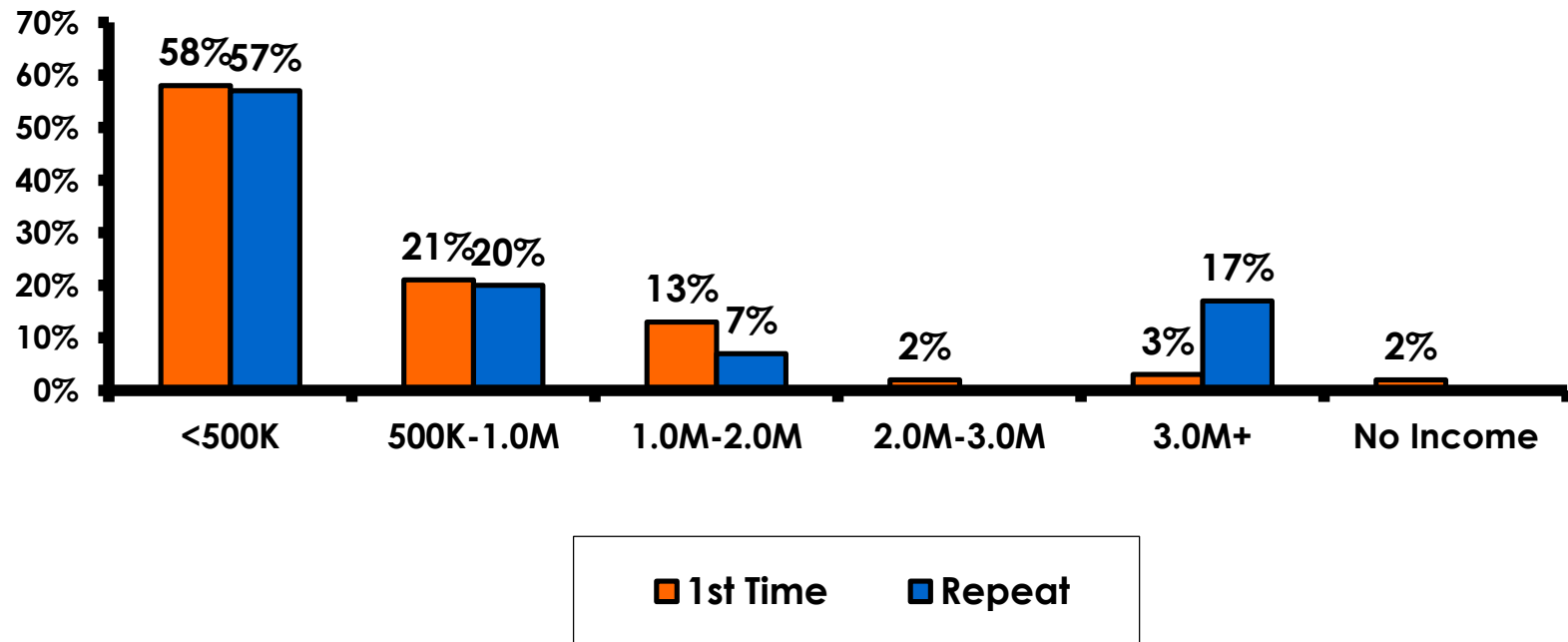


Personal Income



- HKD7.75=\$1

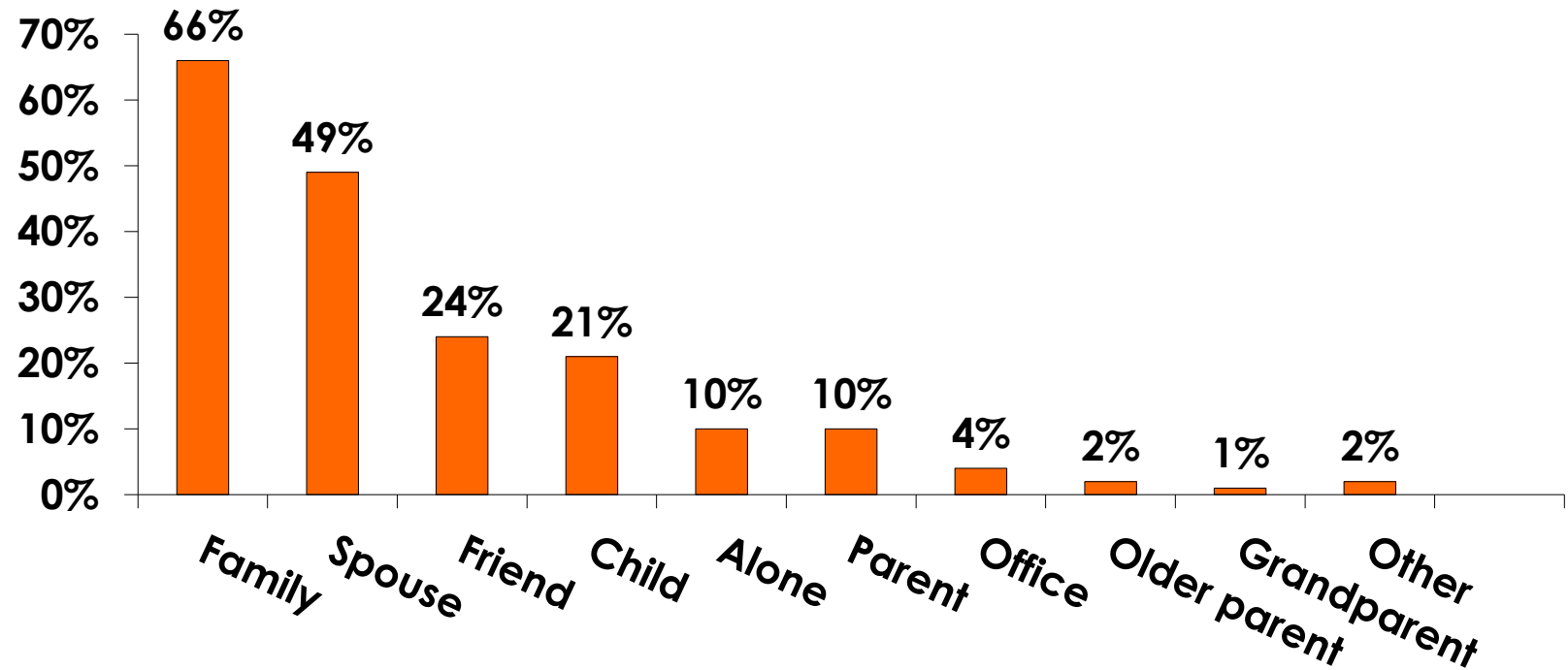
Personal Income – 1st time vs. repeat



Personal Income by Gender & Age

			TOTAL	GENDER		AGE			
			-	Male	Female	18-24	25-34	35-49	50+
Q26	<=HKD120K	Count	6	1	5	2	2	1	1
		Column N %	4%	1%	6%	11%	3%	2%	4%
	HKD120K-HKD240K	Count	25	10	15	5	11	6	3
		Column N %	16%	13%	19%	28%	17%	13%	12%
	HKD240K-HKD500K	Count	59	32	27	4	25	23	7
		Column N %	38%	43%	34%	22%	39%	48%	28%
	HKD500K-HKD1.0M	Count	32	14	18	4	14	7	7
		Column N %	21%	19%	23%	22%	22%	15%	28%
	HKD1.0M-HKD2.0M	Count	18	11	7		10	4	4
		Column N %	12%	15%	9%		16%	8%	16%
	HKD2.0M-HKD3.0M	Count	3	1	2	1		2	
		Column N %	2%	1%	3%	6%		4%	
	HKD3.0M+	Count	9	5	4		2	4	3
		Column N %	6%	7%	5%		3%	8%	12%
	No Income	Count	3	1	2	2		1	
		Column N %	2%	1%	3%	11%		2%	
	Total	Count	155	75	80	18	64	48	25

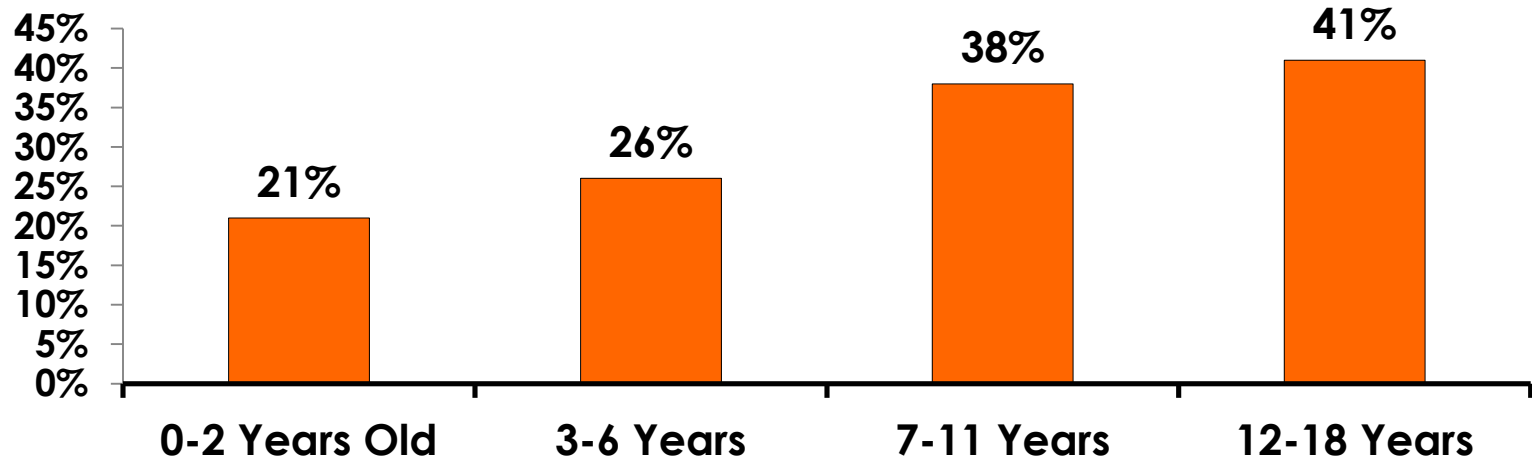
Travel Companions



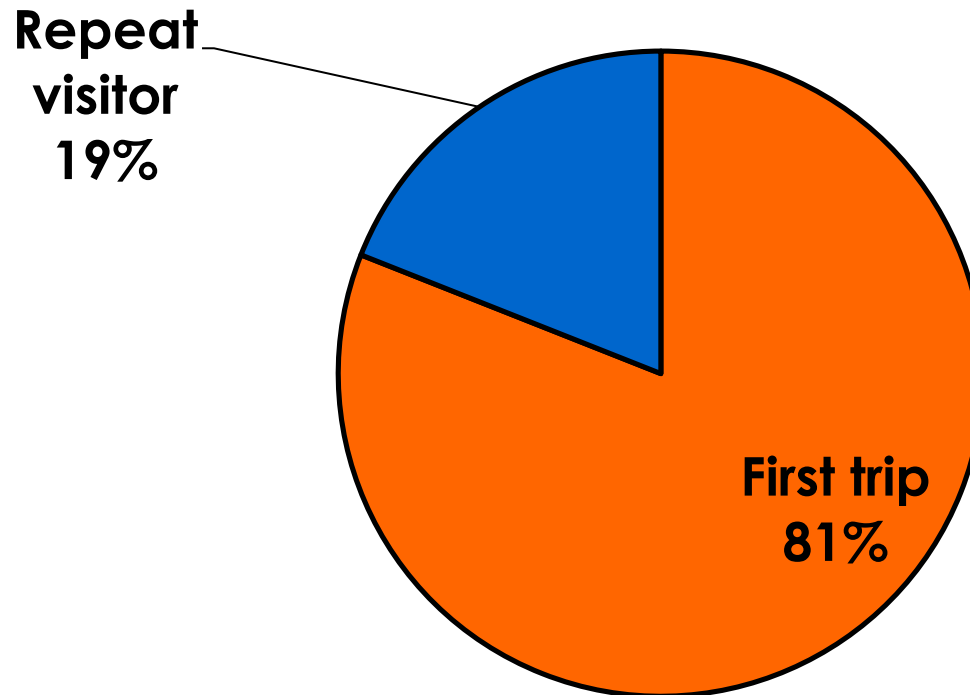
Number of Children Travel Party

N=34 total respondents traveling with children.

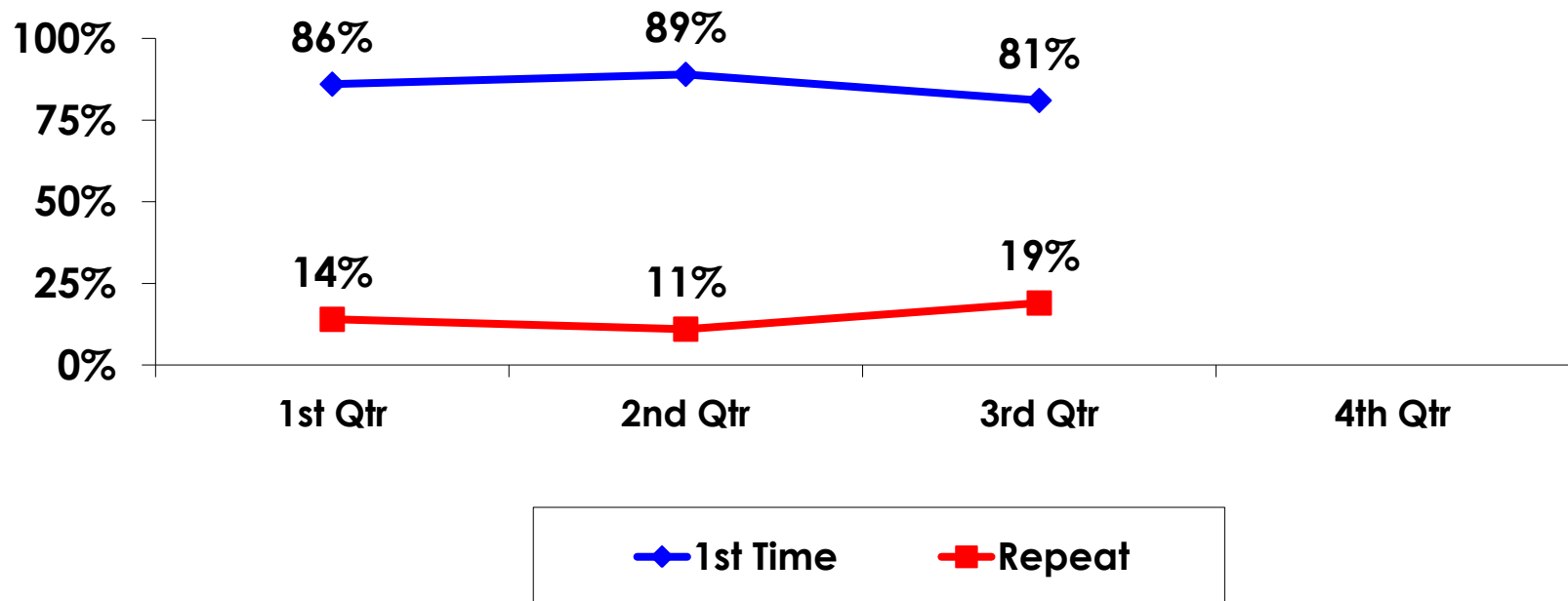
(Of those N=34 respondents, there is a total of 48 children 18 years or younger)



Prior Trips to Guam



PRIOR TRIPS TO GUAM



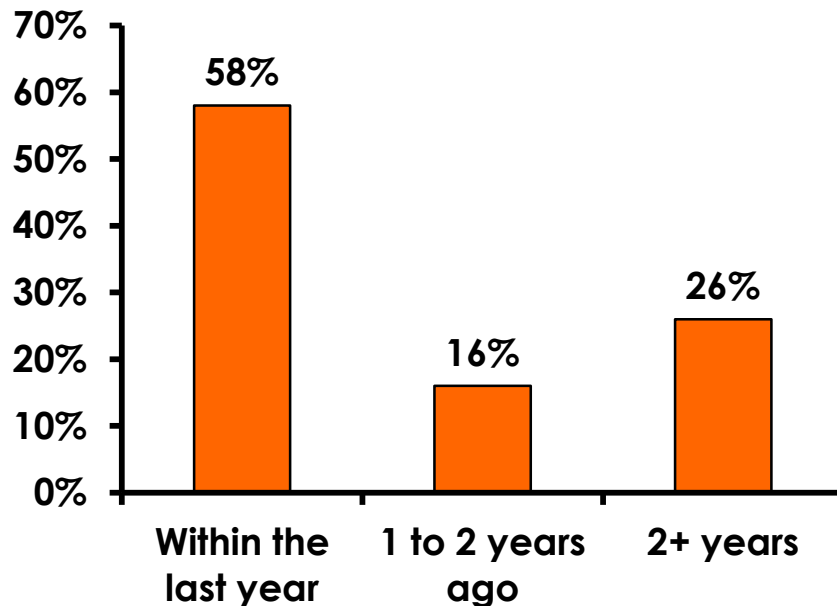
Trips to Guam by Age & Gender

			TOTAL	TRIPS TO GUAM		
			-	1st	Repeat	
GENDER	Male	Count	79	63	16	
		Column N %	49%	48%	52%	
	Female	Count	83	68	15	
		Column N %	51%	52%	48%	
	Total	Count	162	131	31	
AGE	18-24	Count	20	17	3	
		Column N %	12%	13%	10%	
	25-34	Count	65	54	11	
		Column N %	40%	41%	35%	
	35-49	Count	51	42	9	
		Column N %	31%	32%	29%	
	50+	Count	26	18	8	
		Column N %	16%	14%	26%	
		Total	Count	162	131	31

- Most from Hong Kong are first-time visitors to Guam.

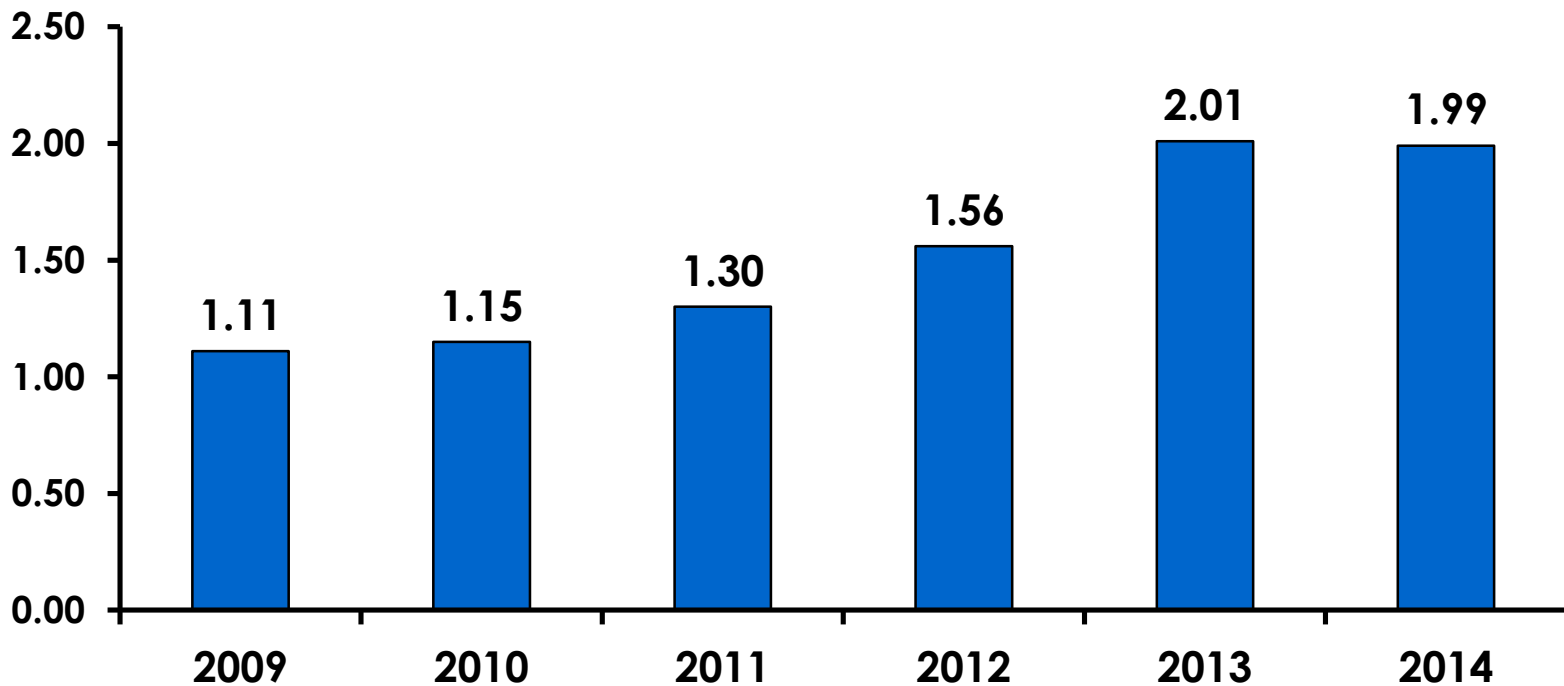
Repeat Visitors Last Trip

n = 31



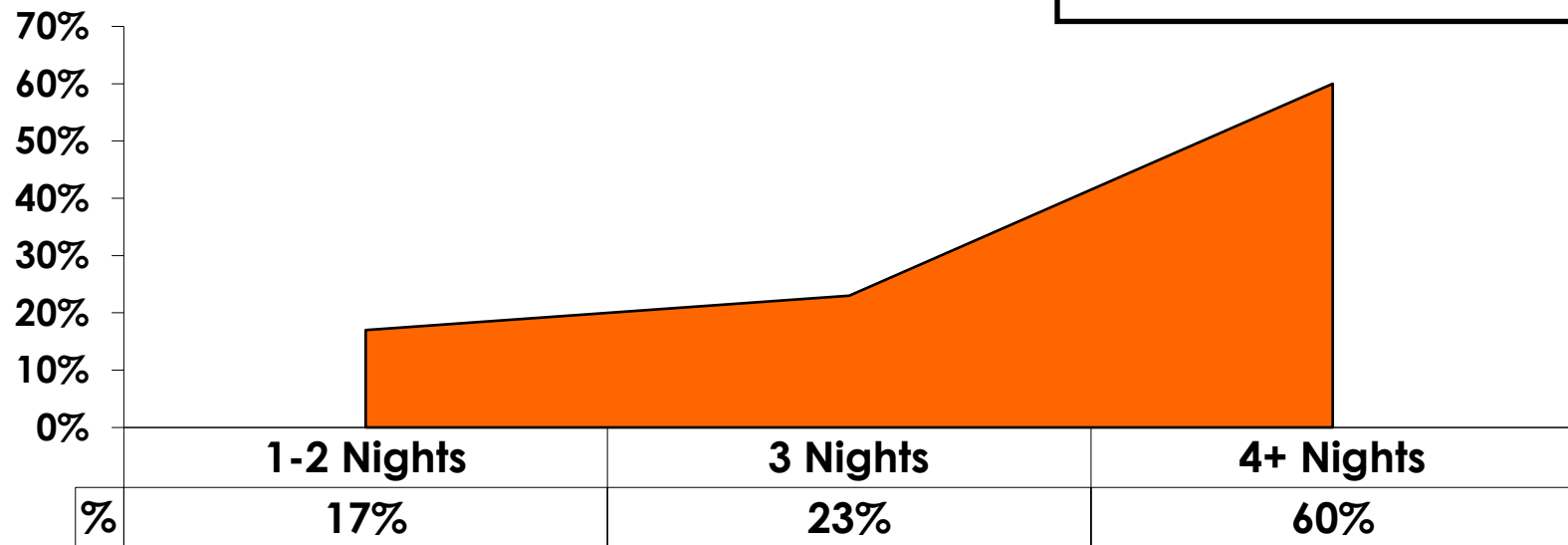
- The average repeat visitor has been to Guam 2.77 time.

Average Number Overnight Trips (2009-2014) (2 nights or more)

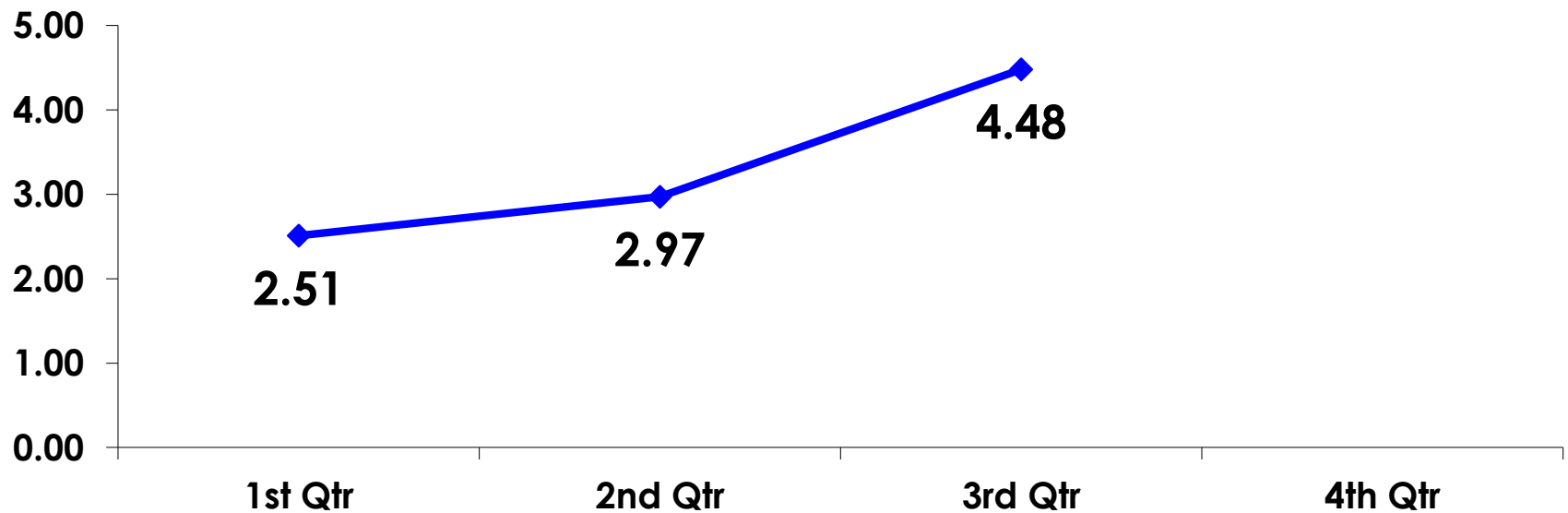


Length of Stay

Mean = 4.48 Days
Median = 4.0 Days



AVG LENGTH OF STAY

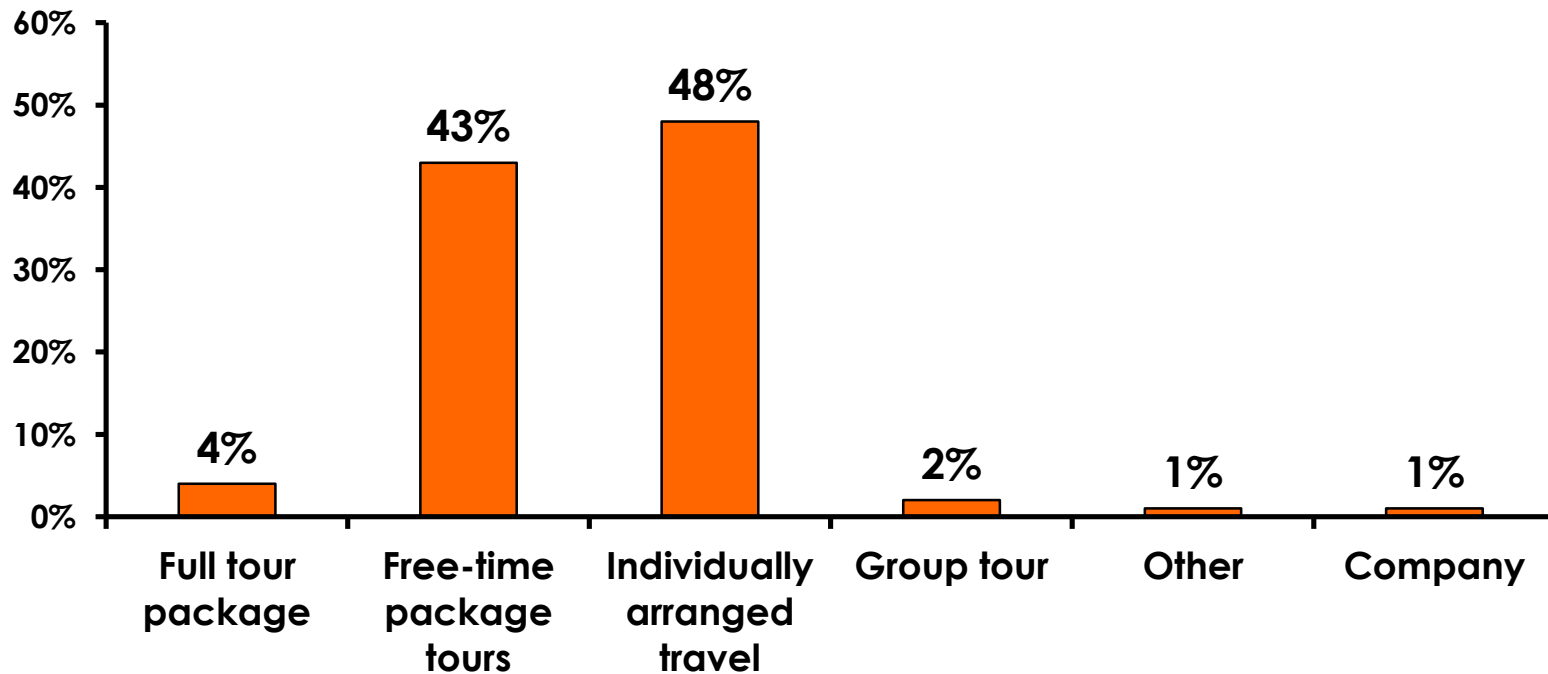


Occupation by Income

		TOTAL	Q26								
		-	<=HKD120K	HKD120K- HKD240K	HKD240K- HKD500K	HKD500K- HKD1.0M	HKD1.0M- HKD2.0M	HKD2.0M- HKD3.0M	HKD3.0M+	No Income	
Q25	Company: Office non-mgr	33%	17%	42%	43%	25%	29%		13%		
	Prof-specialist	14%	33%	4%	11%	16%	18%		38%		
	Other	12%		4%	13%	13%	18%	33%	25%	33%	
	Company: Salesperson	8%	17%	4%	5%	13%	12%	33%			
	Freelancer	7%		21%	4%		12%			33%	
	Retired	6%	17%	8%	4%	9%	6%				
	Student	5%	17%	8%	4%	3%		33%		33%	
	Govt- Mgr/ Exec	5%			5%	9%			25%		
	Skilled worker	5%		4%	5%	6%					
	Govt- Office non-mgr	3%		4%	5%	3%					
	Govt- Executive	2%			2%	3%	6%				
	Total	Count	153	6	24	56	32	17	3	8	3

SECTION 2 **TRAVEL PLANNING**

Travel Planning - Overall

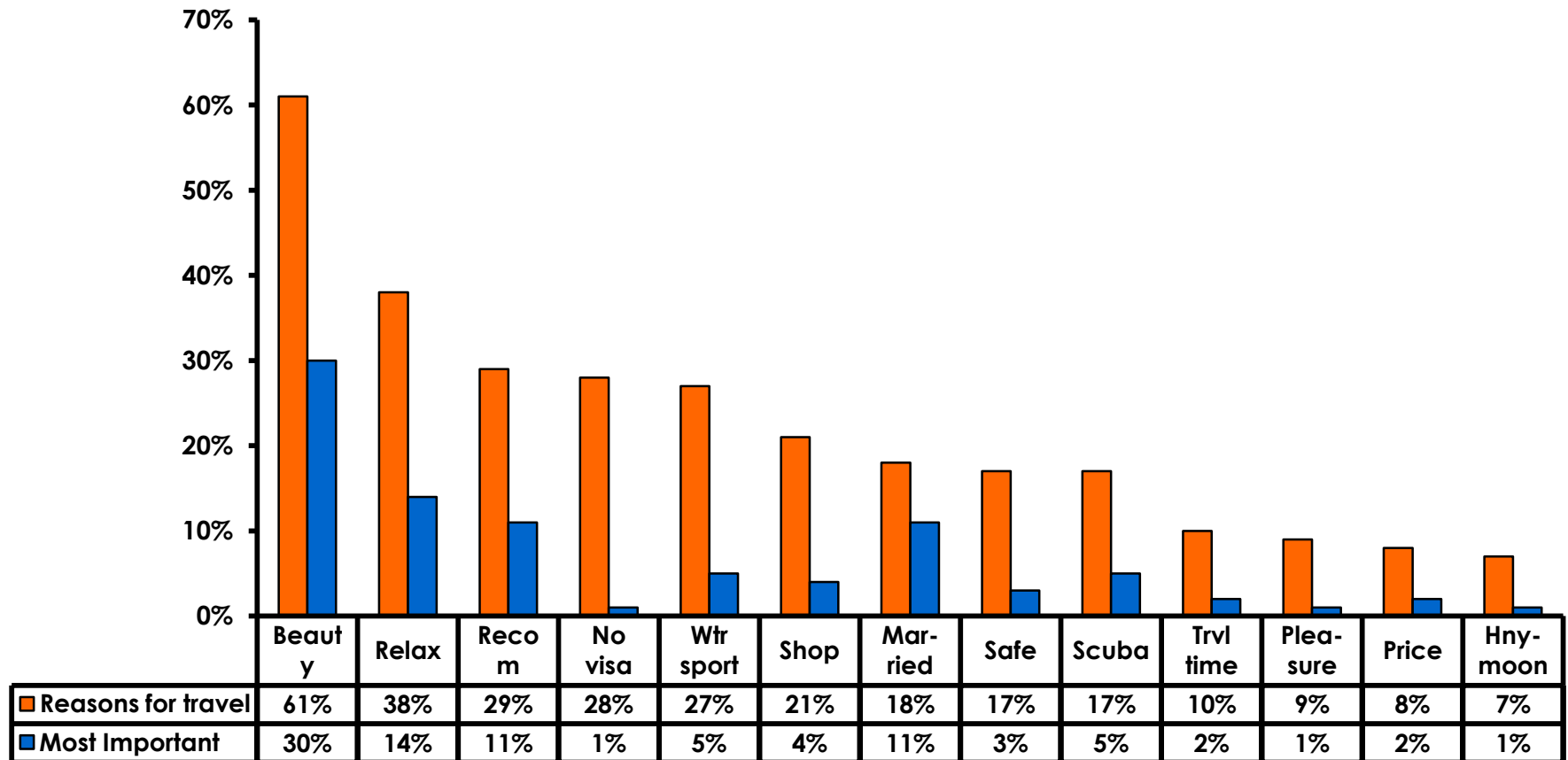


Accommodation by Income

Average length of stay: 4.48 days

	TOTAL	Q26								
		-	<=HKD120K	HKD120K- HKD240K	HKD240K- HKD500K	HKD500K- HKD1.0M	HKD1.0M- HKD2.0M	HKD2.0M- HKD3.0M	HKD3.0M+	No Income
Q9										
Fiesta Resort Guam	19%	33%	20%	19%	19%	22%		11%	33%	
Westin Resort Guam	8%		12%	9%	9%			22%		
Sheraton Laguna Guam	7%		8%	7%	9%	6%				
Outrigger Guam Resort	6%		8%	5%	6%	6%		11%		
Holiday Resort Guam	6%		8%	5%	3%	17%				
PIC Club	6%			7%	16%		33%			
Hilton Guam Resort	6%	17%	4%	7%	6%	6%				
Hyatt Regency Guam	6%			5%	3%	6%	33%	11%	33%	
Guam Marriott Resort	6%		4%	5%	6%	17%				
Hotel Nikko Guam	5%		8%	3%		17%		11%		
Tumon Bay Capital Hotel	4%	17%	4%	2%	3%	6%			33%	
Home stay/ friend/ relative	4%		4%	5%	3%			11%		
Grand Plaza Hotel	3%		12%	2%	3%					
Guam Plaza Hotel	3%	17%	4%	5%						
Guam Reef & Olive Spa Resort	3%		4%	3%	3%		33%			
Apartment	2%				3%			11%		
Bayview Hotel	2%	17%		3%						
Verona Resort & Spa	1%				3%					
Other	1%			2%						
Hotel Santa Fe	1%				3%					
Onward Beach Resort	1%			2%						
Pacific Bay Hotel	1%			2%						
Oceanview Hotel	1%							11%		
Leo Palace Resort	1%			2%						
Total	Count	161	6	25	58	32	18	3	9	3

Travel Motivation - Top Responses



Most Important Reason for Choosing Guam

- Guam's natural beauty/ beaches,
 - Relaxing atmosphere and
 - Recommendations/ get married
- are the primary reasons for visiting during this period.

Motivation by Age & Gender

		TOTAL	AGE				GENDER		
		-	18-24	25-34	35-49	50+	Male	Female	
Q5A	Natural beauty	61%	60%	56%	67%	62%	58%	63%	
	Relax	38%	55%	38%	31%	38%	33%	43%	
	Recomm- friend/family/trvl agnt	29%	25%	31%	31%	19%	27%	30%	
	No visa requirement	28%	25%	28%	31%	23%	27%	29%	
	Water sports	27%	25%	23%	37%	19%	23%	32%	
	Shopping	21%	20%	17%	25%	23%	18%	24%	
	Married/ Attn wedding	18%	25%	23%	12%	12%	16%	20%	
	Safe	17%	10%	13%	29%	12%	20%	15%	
	Scuba	17%	20%	22%	16%	4%	15%	18%	
	Short travel time	10%	5%	8%	12%	15%	5%	15%	
	Pleasure	9%	20%	9%	6%	4%	6%	11%	
	Price	8%	10%	9%	6%	8%	10%	6%	
	Honeymoon	7%	5%	14%	4%		10%	5%	
	Visit friends/ Relatives	7%	15%	5%	2%	19%	4%	11%	
	Previous trip	5%		3%	6%	12%	6%	4%	
	Company/ Business Trip	3%	5%	2%	2%	8%	3%	4%	
	Other	2%		5%	2%		1%	4%	
	Organized sports	2%	5%	3%	2%		4%	1%	
	Career Cert/ Testing	2%		3%	2%		1%	2%	
	Golf	1%	5%		2%		1%	1%	
	Company Sponsored	1%	5%				1%		
	Total	Count	161	20	64	51	26	79	82

Motivation by Income

		TOTAL	Q26							
		-	<=HKD120K	HKD120K- HKD240K	HKD240K- HKD500K	HKD500K- HKD1.0M	HKD1.0M- HKD2.0M	HKD2.0M- HKD3.0M	HKD3.0M+	No Income
Q5A	Natural beauty	61%	67%	71%	64%	47%	61%	67%	56%	67%
	Relax	38%	17%	50%	37%	41%	17%	33%	44%	33%
	Recomm- friend/family/trvl agnt	29%	17%	33%	29%	38%	11%	33%	44%	33%
	No visa requirement	28%	17%	38%	25%	28%	28%	33%	44%	
	Water sports	27%	17%	29%	25%	25%	39%	33%	33%	
	Shopping	21%	17%	21%	22%	19%	11%	67%	44%	
	Married/ Attn wedding	18%	33%	17%	17%	16%	22%		11%	33%
	Safe	17%	17%	13%	22%	16%	11%		44%	
	Scuba	17%		13%	12%	19%	17%	67%	22%	
	Short travel time	10%	33%		10%	9%	11%		22%	33%
	Pleasure	9%		13%	8%	6%	6%	33%	11%	
	Price	8%			10%	9%	6%		22%	33%
	Honeymoon	7%		13%	10%	3%	6%			
	Visit friends/ Relatives	7%	17%	8%	5%	9%	11%		11%	
	Previous trip	5%		4%	3%	6%			33%	
	Company/ Business Trip	3%				6%	6%		22%	
	Other	2%		4%	3%		6%			
	Organized sports	2%			2%		6%		11%	33%
	Career Cert/ Testing	2%			2%	6%				
	Golf	1%			2%	3%				
	Company Sponsored	1%								
	Total	Count	6	24	59	32	18	3	9	3

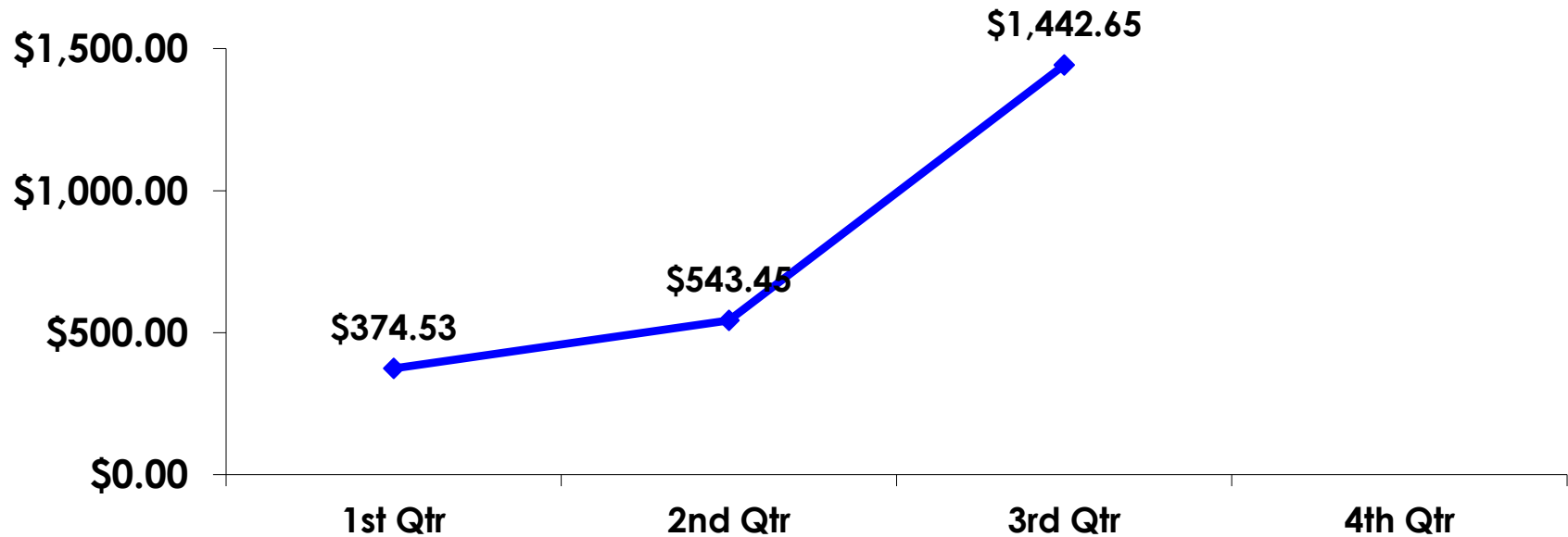
SECTION 3 **EXPENDITURES**

Prepaid Expenditures

HKD7.75/US\$1

- \$2,490.88 = overall mean average prepaid expense (for entire travel party size) by respondent
- \$0 = minimum (lowest amount recorded for the entire sample)
- \$25,806 = maximum (highest amount recorded for the entire sample)
- \$1,442.65 = overall mean average per person prepaid expenditures

PREPAID EXPENDITURES Per Person



YTD=\$803.91

Breakdown of Prepaid Expenditures

HKD7.75=\$1

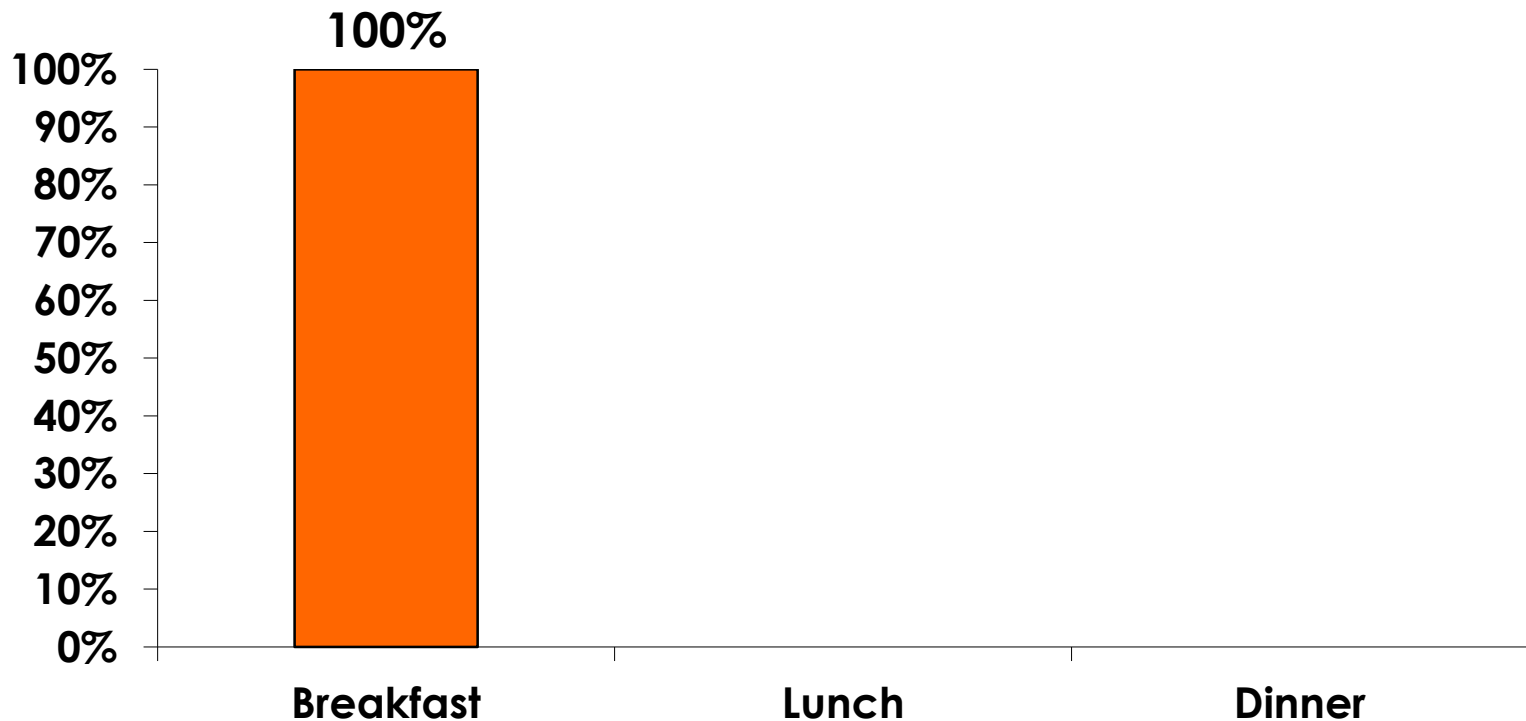
**(Filter: Only those who responded/
Per Travel Party)**

	MEAN \$
Air & Accommodation package only	\$2,003.28
Air & Accommodation w/ daily meal package	\$3,453.35
Air only	\$1,419.35
Accommodation only	\$458.06
Accommodation w/ daily meal only	\$1,970.97
Food & Beverages in Hotel	\$193.55
Ground transportation – Hong Kong	\$21.68
Ground transportation – Guam	\$108.76
Optional tours/ activities	\$537.15
Other expenses	\$1,052.57
Total Prepaid	\$2,490.88

PREPAID MEAL BREAKDOWN

Air/ Accommodations with Daily Meal Pkg.

n= 4

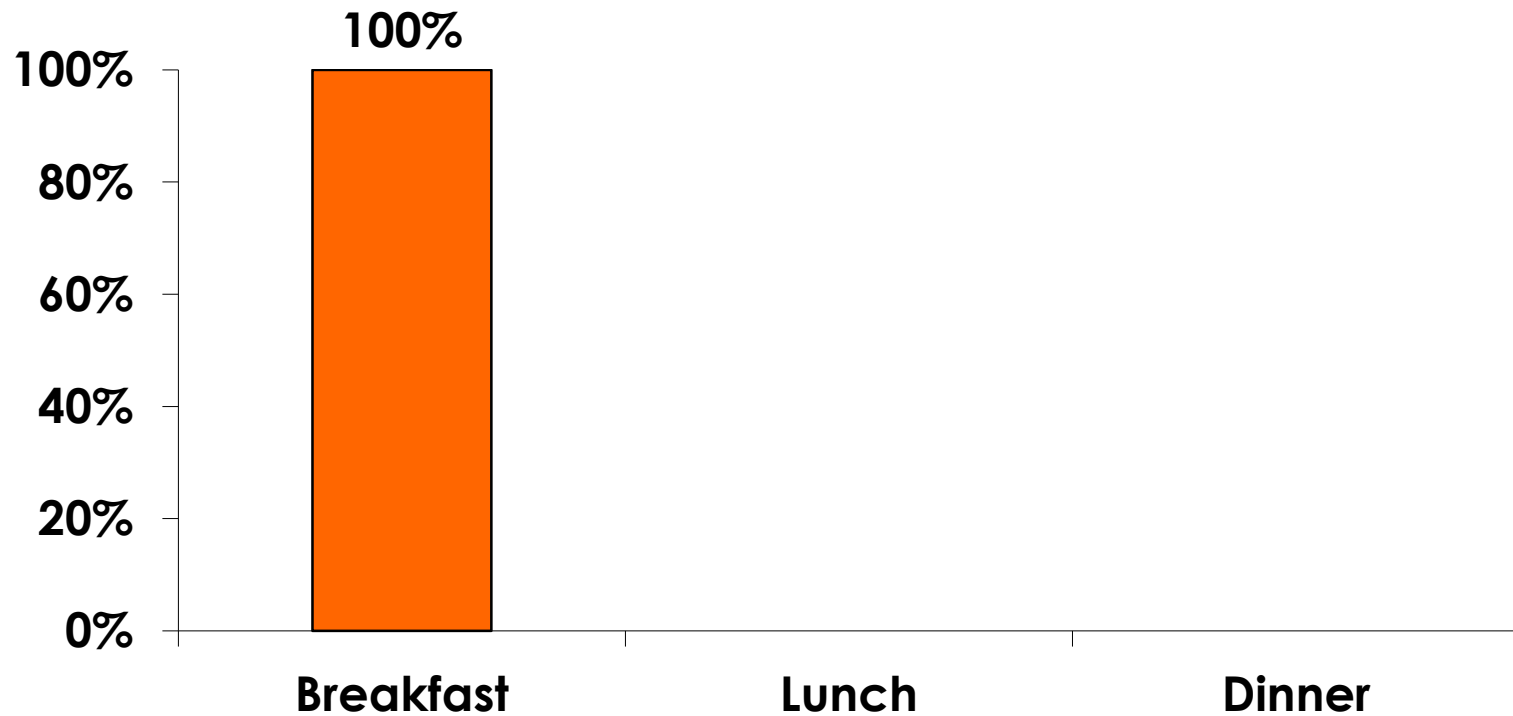


Mean=\$3,453.35 per travel party

PREPAID MEAL BREAKDOWN

Accommodations with Daily Meal Pkg.

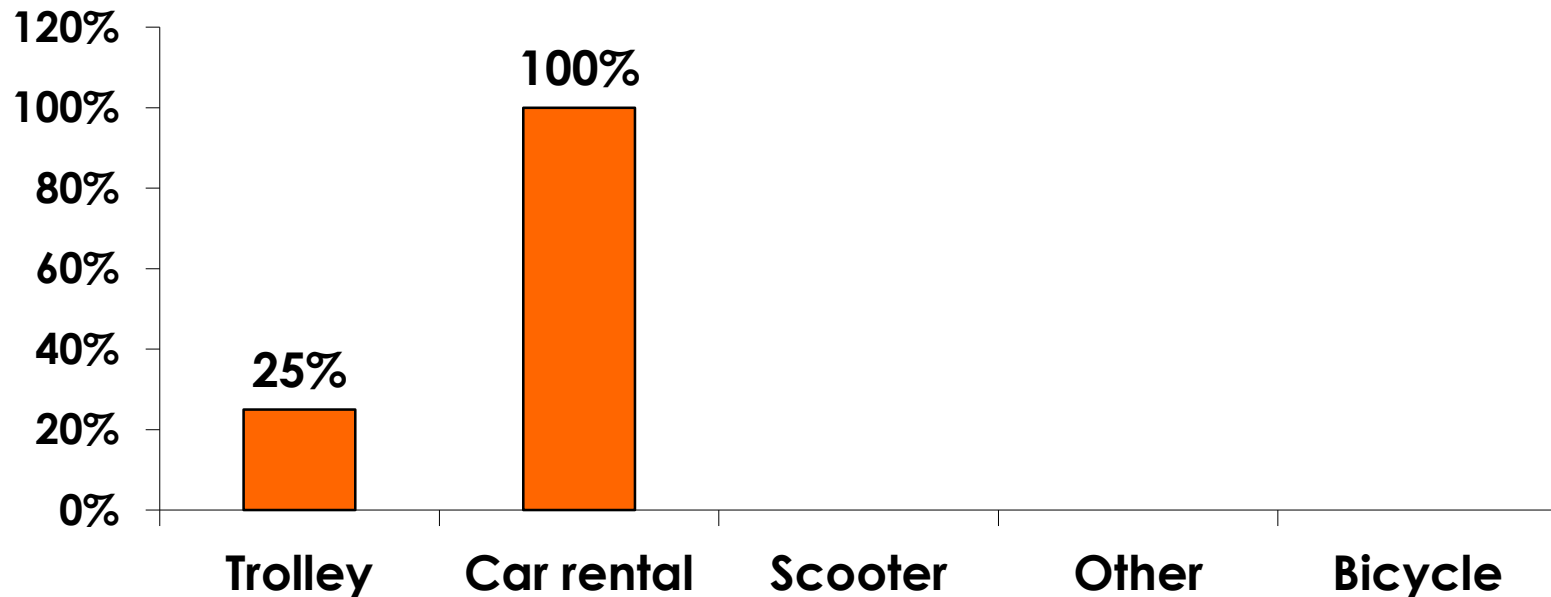
n= 4



Mean=\$1,970.97 per travel party

PREPAID GROUND TRANSPORTATION

n= 4



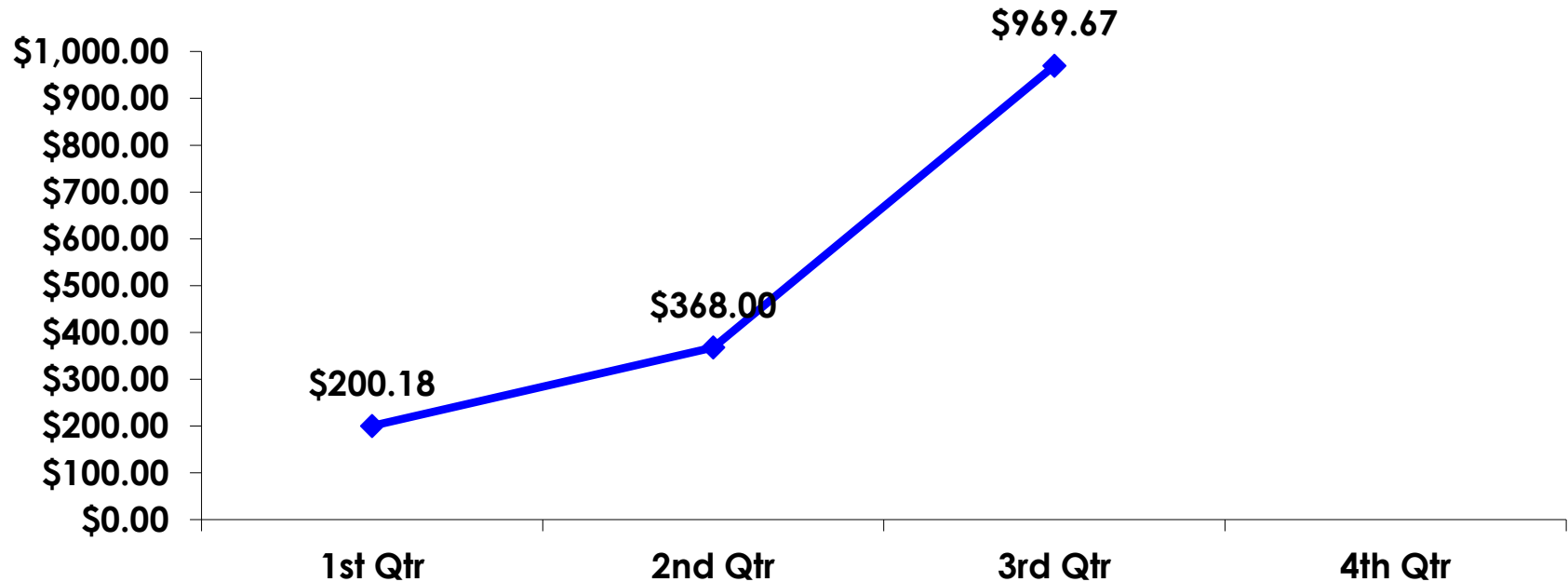
Mean=\$108.76 per travel party

On-Island Expenditures

- \$1,510.60 = overall mean average on-island expense (for entire travel party size) by respondent
- \$0 = Minimum (lowest amount recorded for the entire sample)
- \$14,300 = Maximum (highest amount recorded for the entire sample)
- \$969.67 = overall mean average per person on-island expenditure

ON-ISLAND EXPENDITURES

Per Person

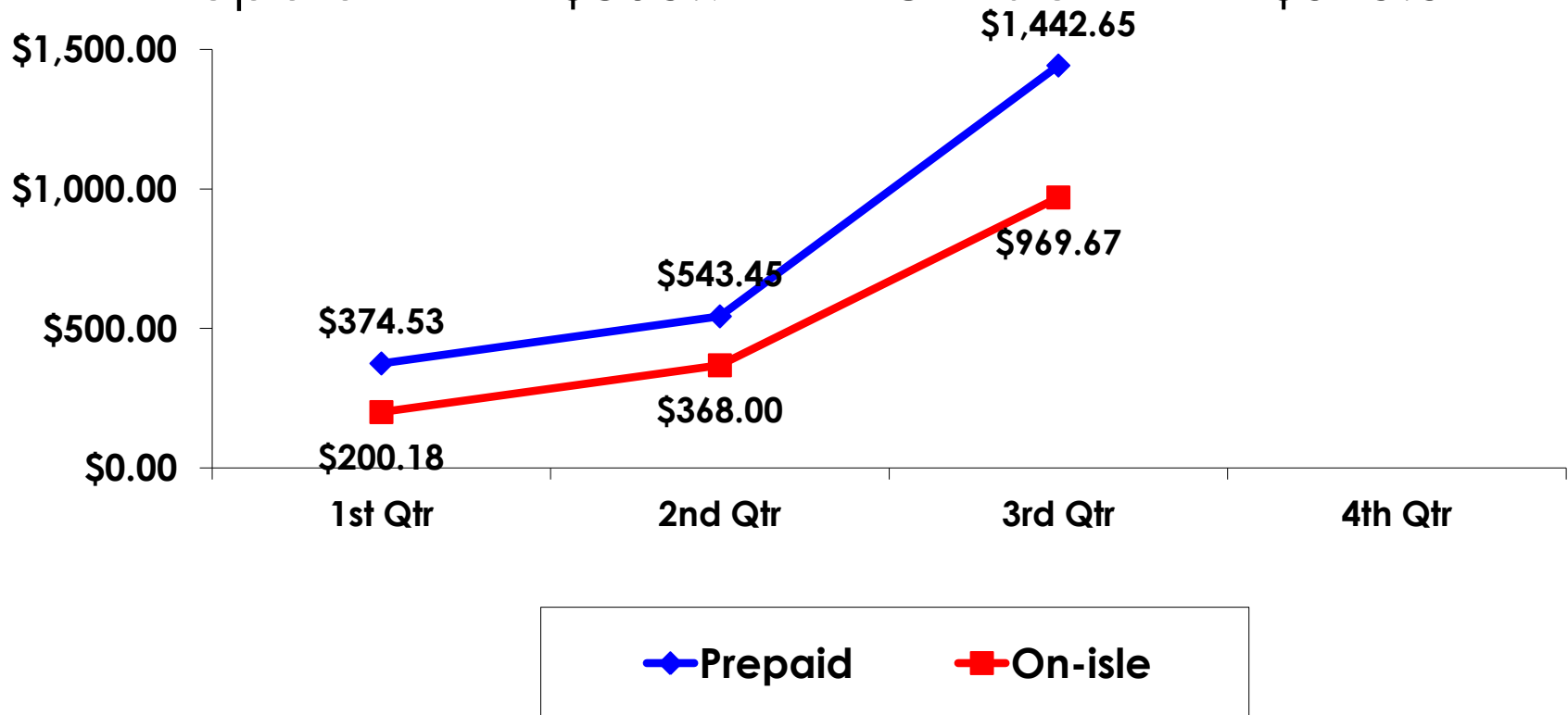


YTD = \$523.52

PREPAID/ ON-ISLE EXPENDITURES – Per Person

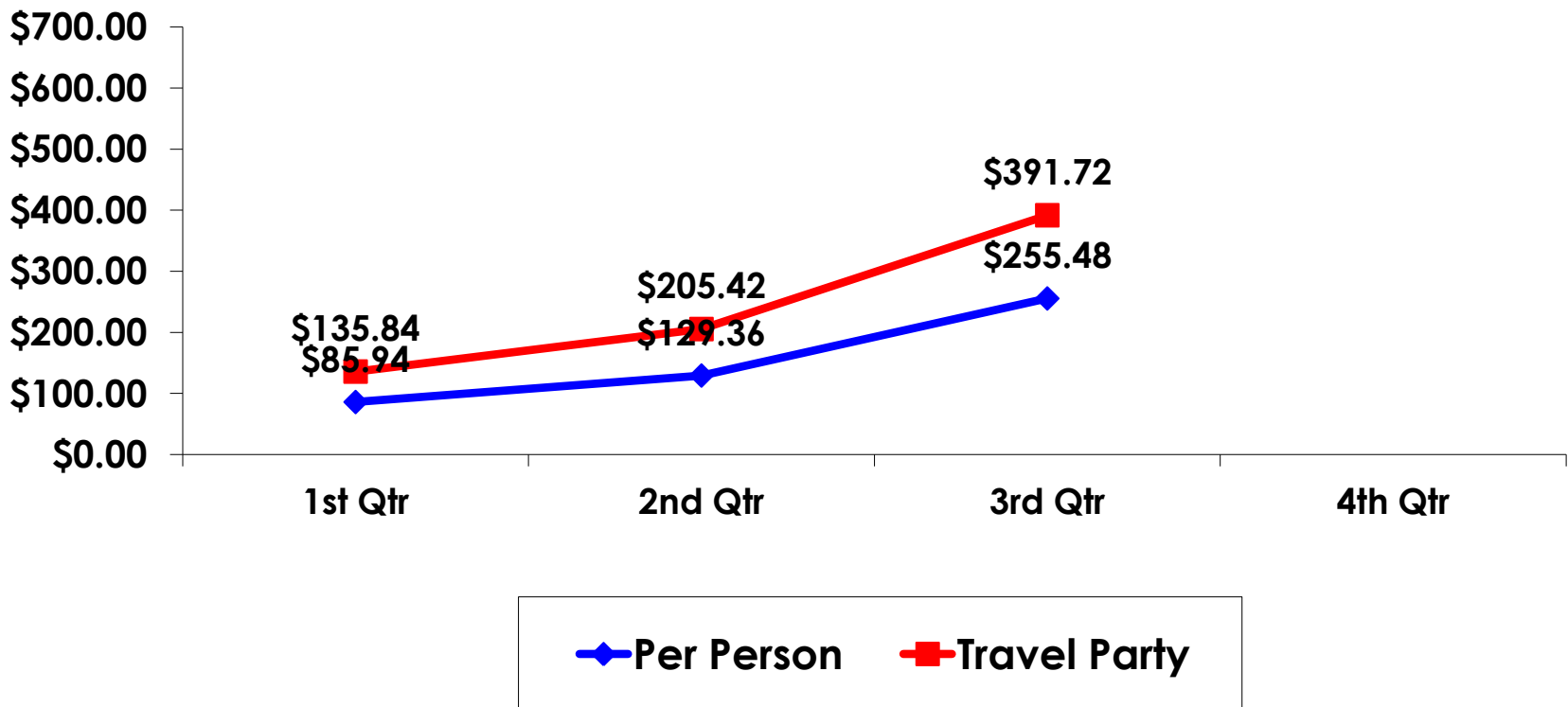
Prepaid YTD = \$803.91

On-Isle YTD = \$523.52



ON-ISLE EXPENDITURES – Per DAY

Per Person YTD= \$156.93 Travel Party YTD= \$244.65



Total On-Island Expenditure by Gender & Age

		TOTAL	GENDER		GENDER							
			-	Male	Female	Male				Female		
		AGE				AGE						
		18-24				25-34	35-49	50+	18-24	25-34	35-49	50+
PER PERSON	Mean	\$969.67	\$912.15	\$1,025.09	\$412.00	\$986.80	\$778.78	\$1,186.90	\$671.43	\$1,317.31	\$955.92	\$766.67
	Median	\$667	\$667	\$750	\$0	\$740	\$658	\$525	\$650	\$1,000	\$660	\$667
	Minimum	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
	Maximum	\$7,150	\$7,150	\$4,500	\$1,060	\$6,000	\$2,500	\$7,150	\$2,000	\$4,500	\$4,500	\$1,700

On-Island Expenditure Categories by Gender & Age

		TOTAL	GENDER		AGE			
		-	Male	Female	18-24	25-34	35-49	50+
F&B HOTEL	Mean	\$46.02	\$56.08	\$36.45	\$0.00	\$65.83	\$48.55	\$26.92
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
F&B FF/STORE	Mean	\$53.21	\$54.81	\$51.69	\$17.50	\$72.00	\$48.63	\$42.69
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
F&B RESTRNT	Mean	\$107.72	\$121.27	\$94.82	\$32.50	\$93.85	\$107.84	\$200.00
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
OPT TOUR	Mean	\$142.11	\$98.48	\$183.64	\$70.00	\$201.75	\$129.37	\$73.46
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
GIFT- SELF	Mean	\$207.50	\$170.13	\$243.07	\$53.75	\$281.23	\$216.86	\$123.08
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
GIFT- OTHER	Mean	\$126.05	\$125.57	\$126.51	\$50.00	\$125.54	\$116.86	\$203.85
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TRANS	Mean	\$53.09	\$61.65	\$44.95	\$13.75	\$47.80	\$70.57	\$62.31
	Median	\$0	\$0	\$0	\$0	\$0	\$0	\$0
OTHER	Mean	\$773.17	\$864.94	\$685.83	\$420.50	\$697.14	\$805.29	\$1,171.54
	Median	\$300	\$360	\$100	\$0	\$300	\$100	\$1,050
TOTAL	Mean	\$1,510.60	\$1,555.32	\$1,468.04	\$658.00	\$1,587.91	\$1,545.94	\$1,903.85
	Median	\$1,030	\$1,000	\$1,100	\$900	\$1,200	\$1,000	\$1,500

On-Island Expenditures

First Timers & Repeaters

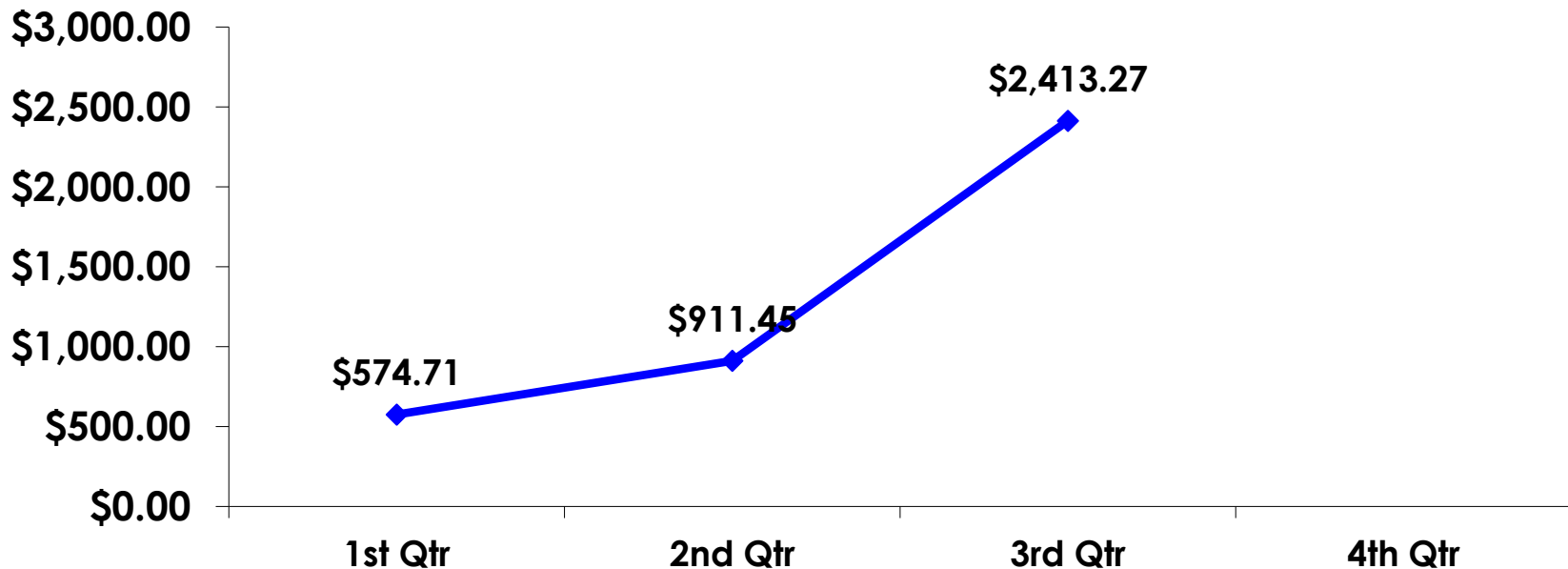
		TOTAL	TRIPS TO GUAM	
		-	1st	Repeat
F&B HOTEL	Mean	\$46.02	\$40.35	\$69.97
	Median	\$0	\$0	\$0
F&B FF/STORE	Mean	\$53.21	\$53.89	\$50.32
	Median	\$0	\$0	\$0
F&B RESTRNT	Mean	\$107.72	\$99.69	\$141.61
	Median	\$0	\$0	\$0
OPT TOUR	Mean	\$142.11	\$164.14	\$49.03
	Median	\$0	\$0	\$0
GIFT- SELF	Mean	\$207.50	\$222.10	\$145.81
	Median	\$0	\$0	\$0
GIFT- OTHER	Mean	\$126.05	\$113.82	\$177.74
	Median	\$0	\$0	\$0
TRANS	Mean	\$53.09	\$50.79	\$62.81
	Median	\$0	\$0	\$0
OTHER	Mean	\$773.17	\$692.37	\$1,114.65
	Median	\$300	\$100	\$360
TOTAL	Mean	\$1,510.60	\$1,439.29	\$1,811.94
	Median	\$1,030	\$1,100	\$1,000

Total Expenditures Per Person (Prepaid & On-Island)

- \$2,413.27 = overall average
- \$0 = Minimum (lowest amount recorded for the entire sample)
- \$10,823 = Maximum (highest amount recorded for the entire sample)

TOTAL EXPENDITURES

Per Person



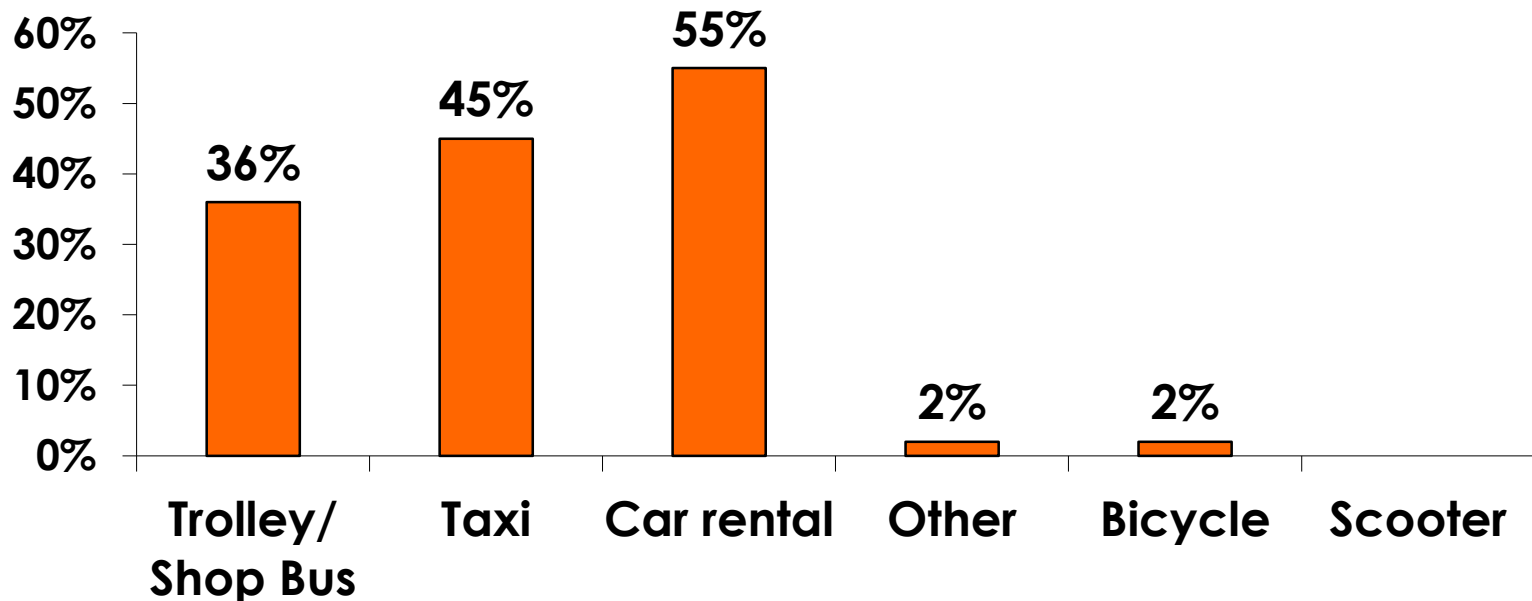
YTD=\$1,326.38

Breakdown of On-Island Expenditures

	MEAN \$
Food & beverage in a hotel	\$46.02
Food & beverage in fast food restaurant/convenience store	\$53.21
Food & beverage at restaurants or drinking establishments outside a hotel	\$107.72
Optional tours and activities	\$142.11
Gifts/ souvenirs for yourself/companions	\$207.50
Gifts/ souvenirs for friends/family at home	\$126.05
Local transportation	\$53.09
Other expenses not covered	\$773.17
Average Total	\$1,510.60

Local Transportation

n= 55



Mean=\$53.09 per travel party

Guam Airport Expenditures

- \$91.13 = overall average
- \$0 = Minimum (lowest amount recorded for the entire sample)
- \$3,000 = Maximum (highest amount recorded for the entire sample)

Breakdown of Airport Expenditures

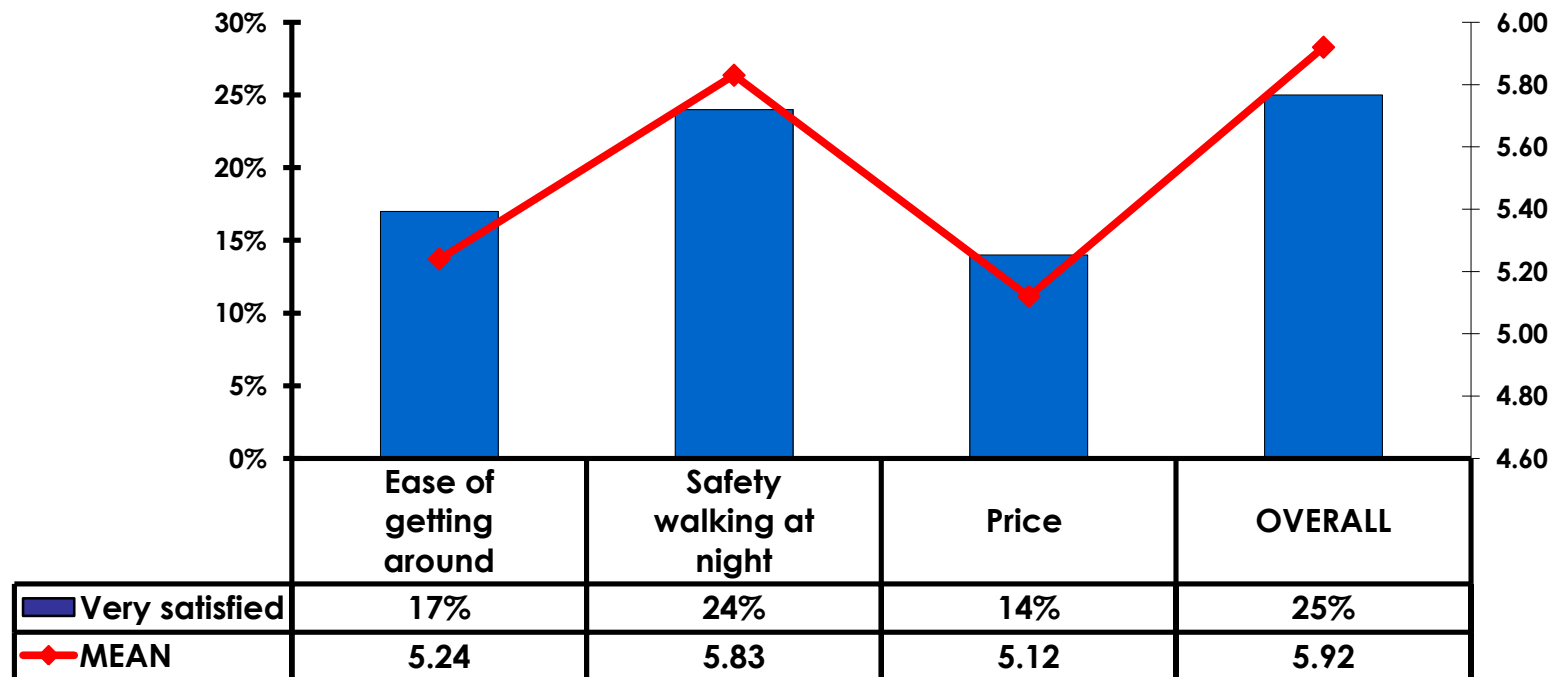
	MEAN \$
Food & Beverages	\$13.71
Gifts/Souvenirs Self	\$61.65
Gifts/Souvenirs Others	\$15.77
Total	\$91.13

SECTION 4 **VISITOR SATISFACTION**

Satisfaction Scores Overall

7pt Rating Scale

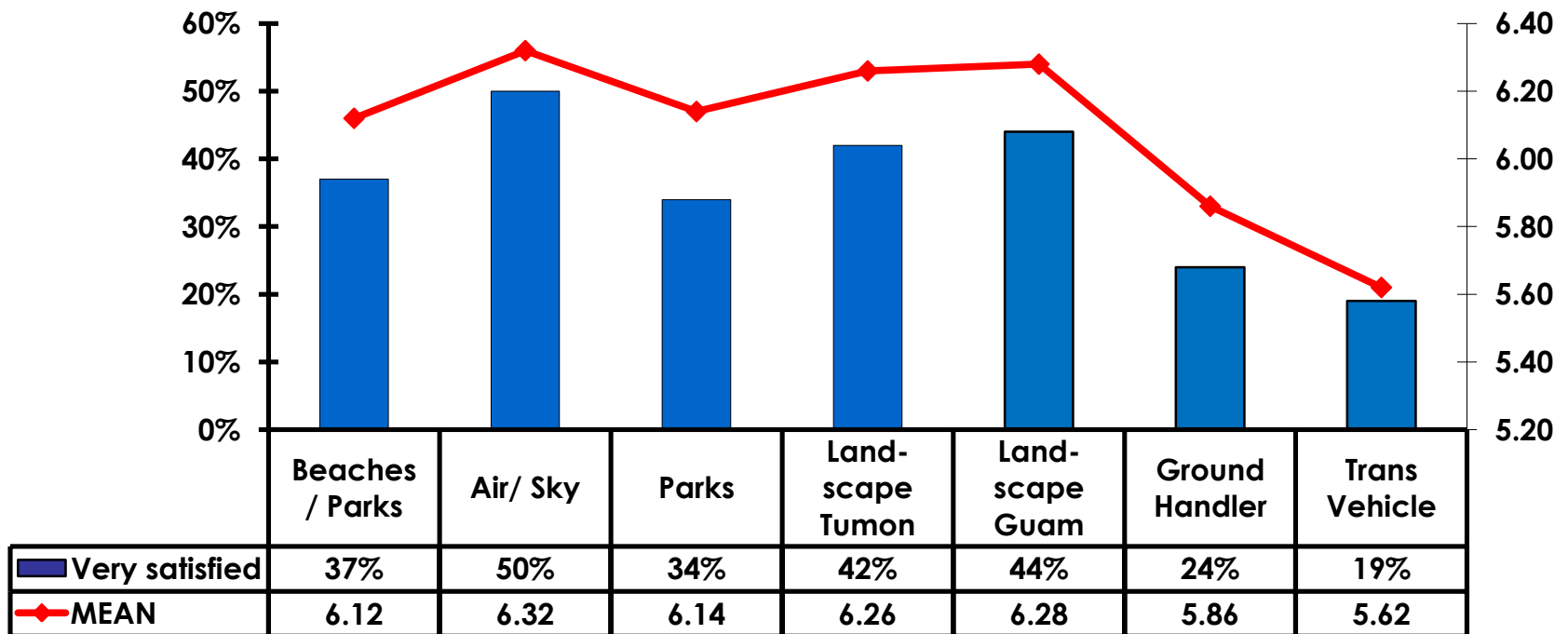
7=Very Satisfied/1=Very Dissatisfied



Satisfaction Quality/ Cleanliness

7pt Rating Scale

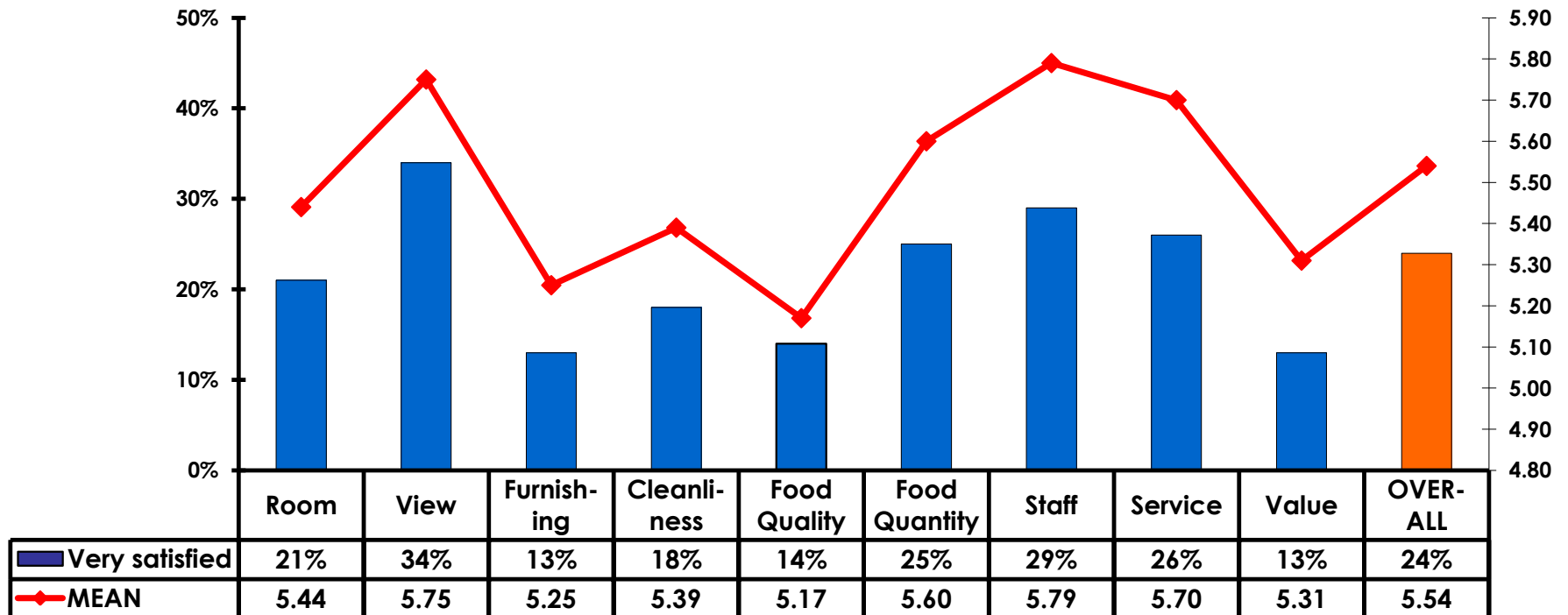
7=Very Satisfied/1=Very Dissatisfied



Quality of Accommodations

7pt Rating Scale

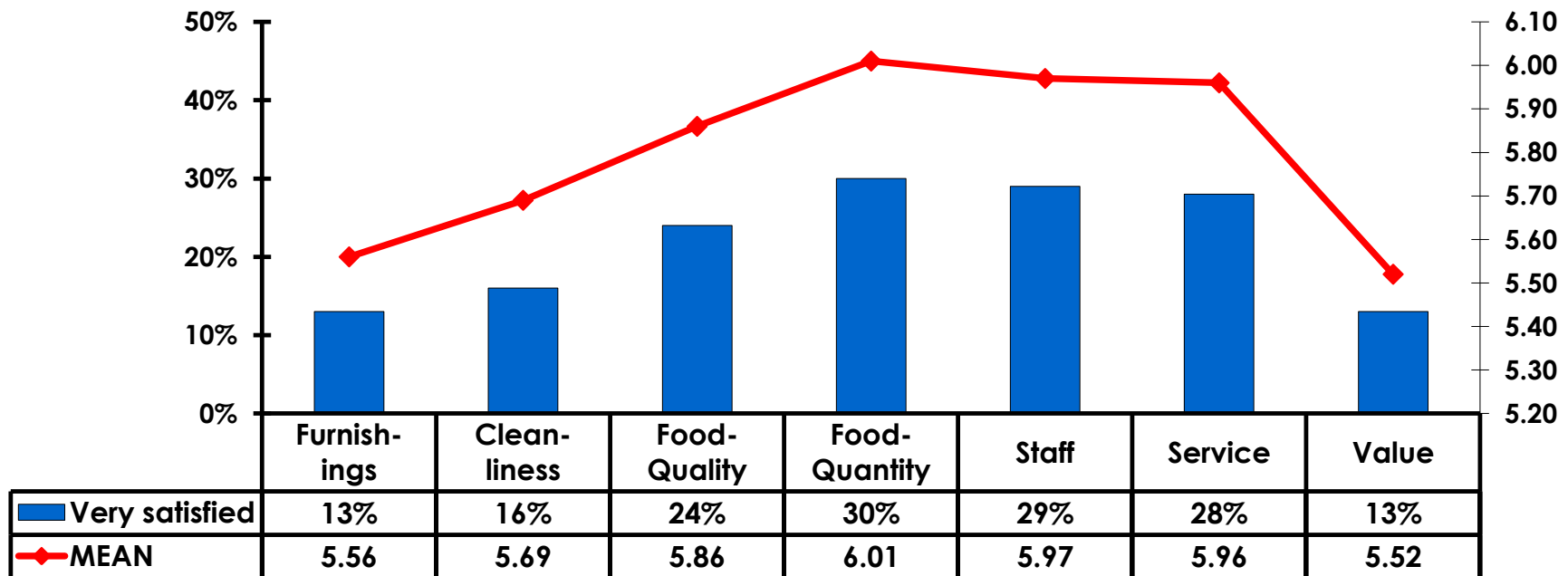
7=Very Satisfied/1=Very Dissatisfied



Quality of Dining Experience

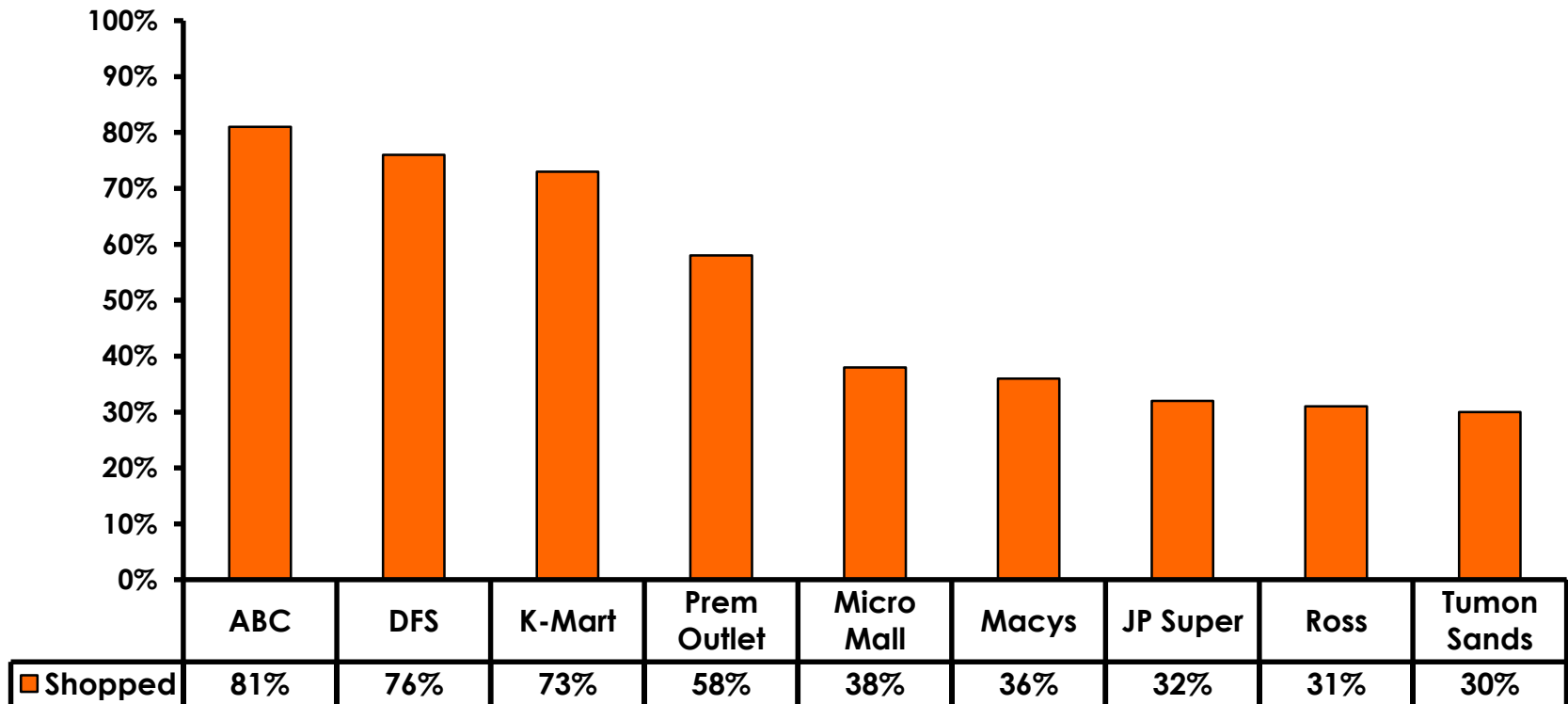
7pt Rating Scale

7=Very Satisfied/1=Very Dissatisfied



Visits to Shopping Centers/Malls on Guam

Top responses



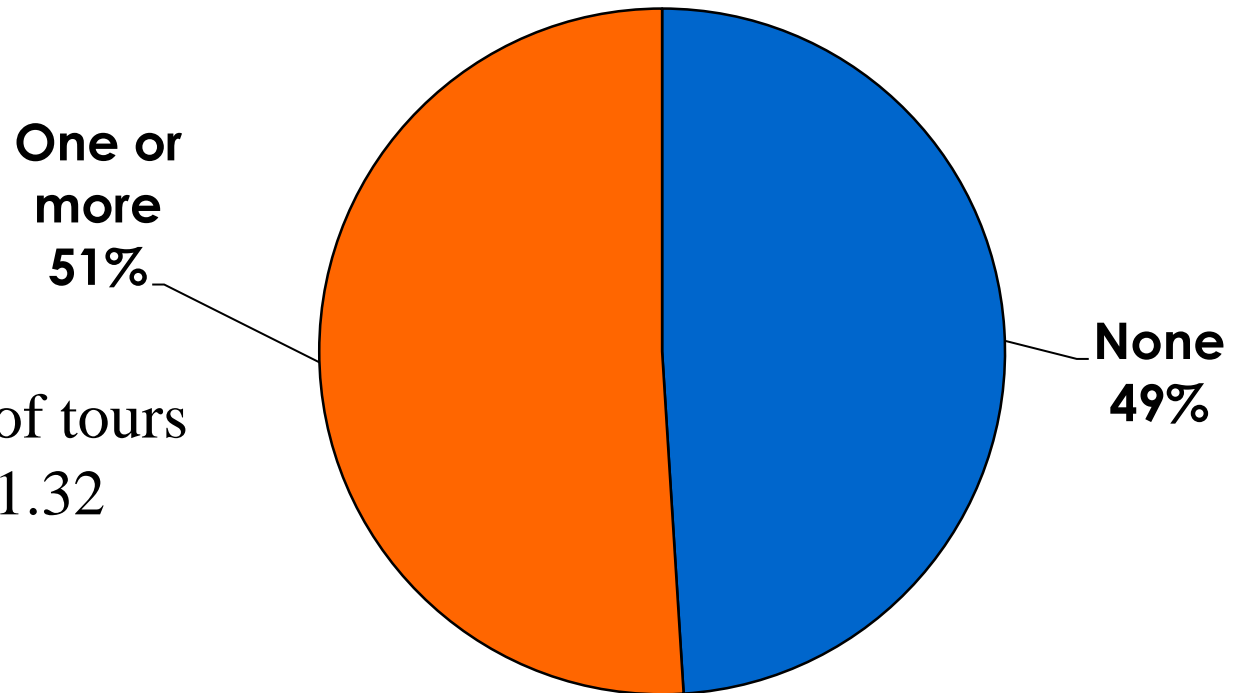
Satisfaction with Shopping

7pt Rating Scale

7=Very Satisfied/ 1=Very Dissatisfied

Quality of Shopping	Variety of Shopping
Score of 6 to 7 = 59%	Score of 6 to 7 = 55%
Score of 4 to 5 = 39%	Score of 4 to 5 = 42%
Score 1 to 3 = 3%	Score 1 to 3 = 5%
MEAN = 5.63	MEAN = 5.39

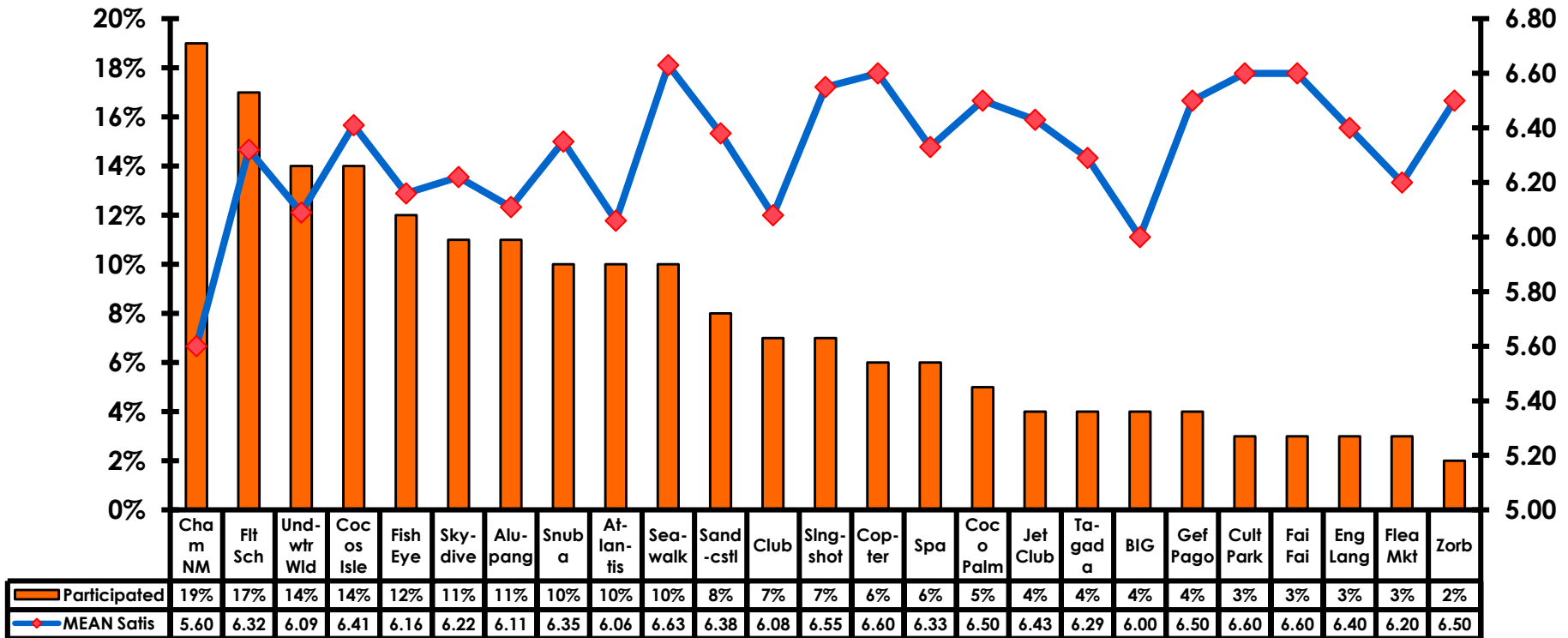
Optional Tour Participation



- Average number of tours participated in is 1.32

Optional Tours

Participation & Satisfaction



Day Tours Satisfaction

7pt Rating Scale

7=Very Satisfied/ 1=Very Dissatisfied

Quality of Day Tour	Variety of Day Tour
Score of 6 to 7 = 73%	Score of 6 to 7 = 66%
Score of 4 to 5 = 28%	Score of 4 to 5 = 34%
Score 1 to 3 = -%	Score 1 to 3 = -%
MEAN = 5.85	MEAN = 5.73

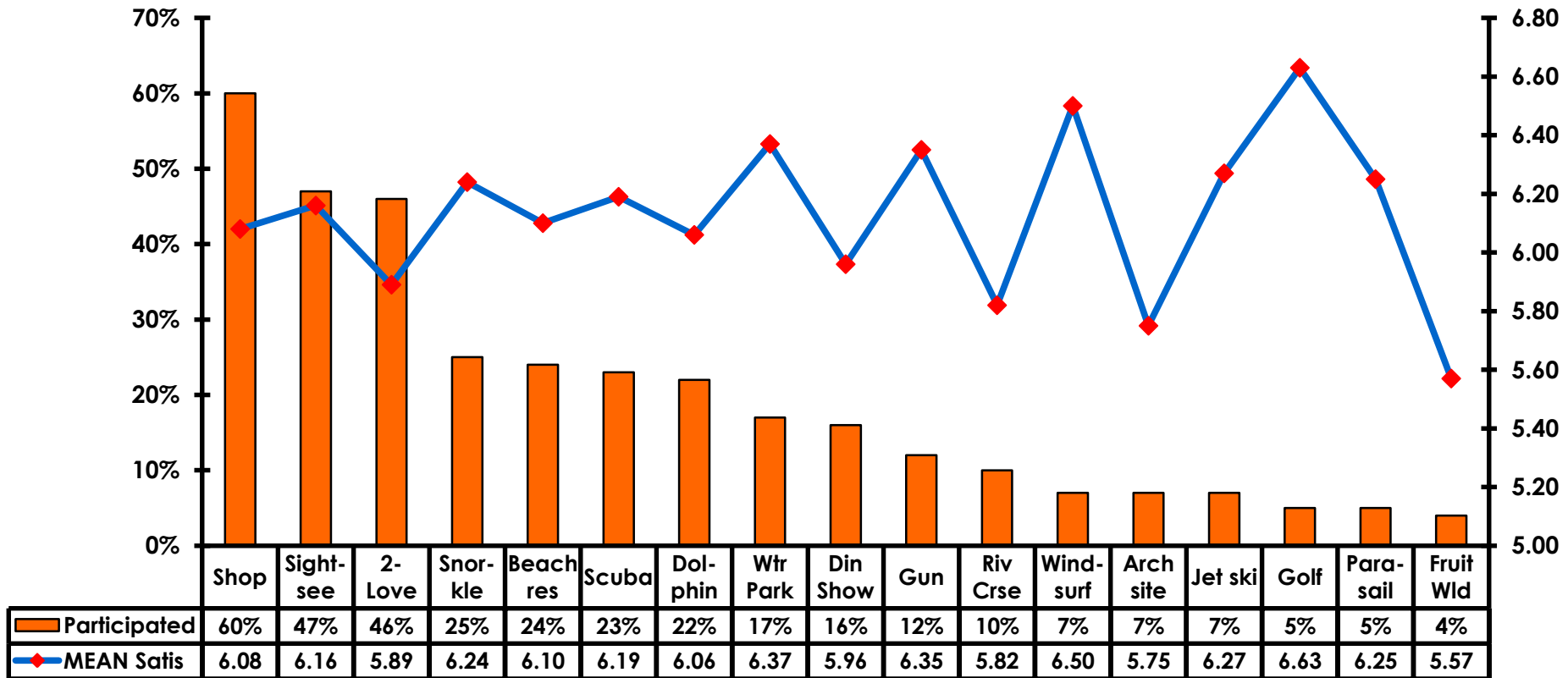
Night Tours Satisfaction

7pt Rating Scale

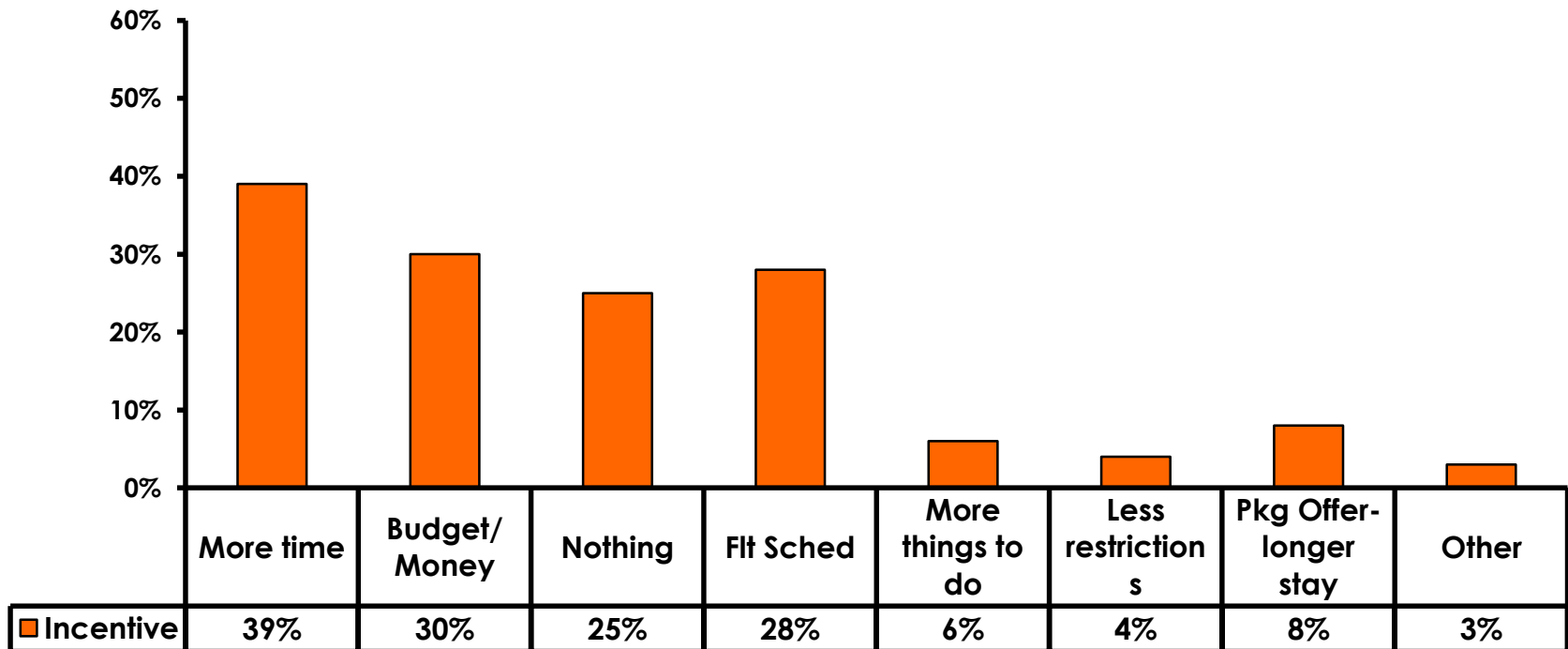
7=Very Satisfied/ 1=Very Dissatisfied

Quality of Night Tour	Variety of Night Tour
Score of 6 to 7 = 54%	Score of 6 to 7 = 45%
Score of 4 to 5 = 42%	Score of 4 to 5 = 50%
Score 1 to 3 = 3%	Score 1 to 3 = 4%
MEAN = 5.46	MEAN = 5.27

Satisfaction with Other Activities



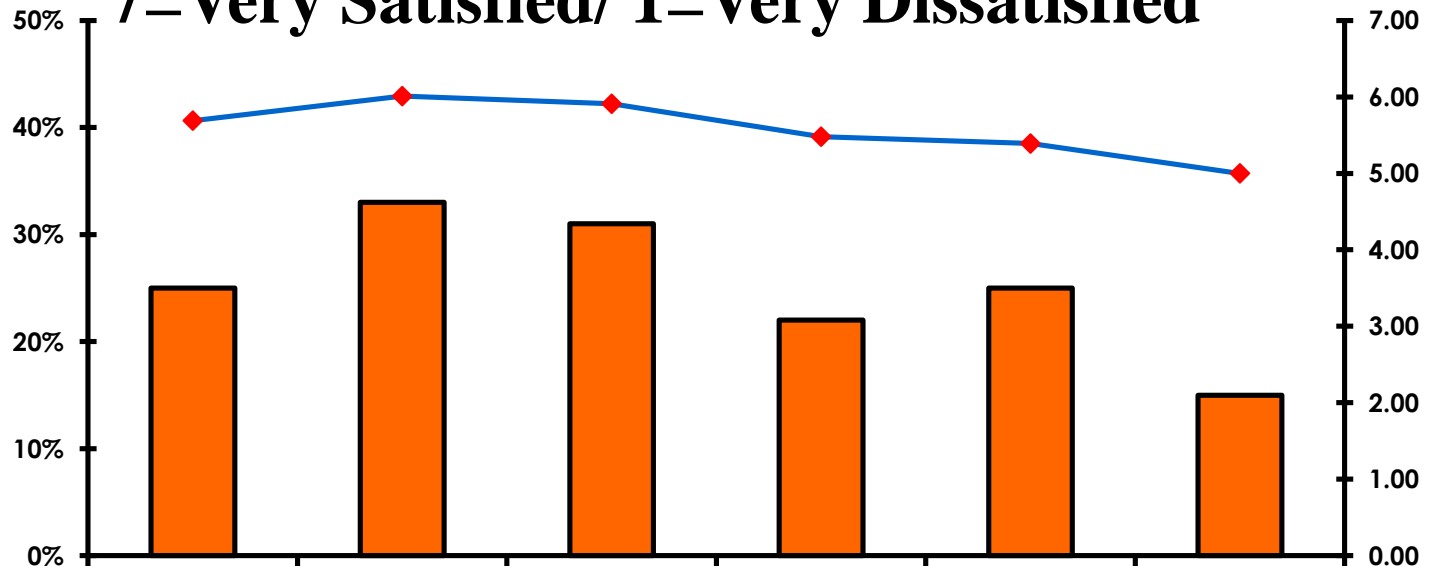
What would it take to make you want to stay an extra day in Guam?





On-Island Perceptions

7pt Rating Scale

7=Very Satisfied/ 1=Very Dissatisfied

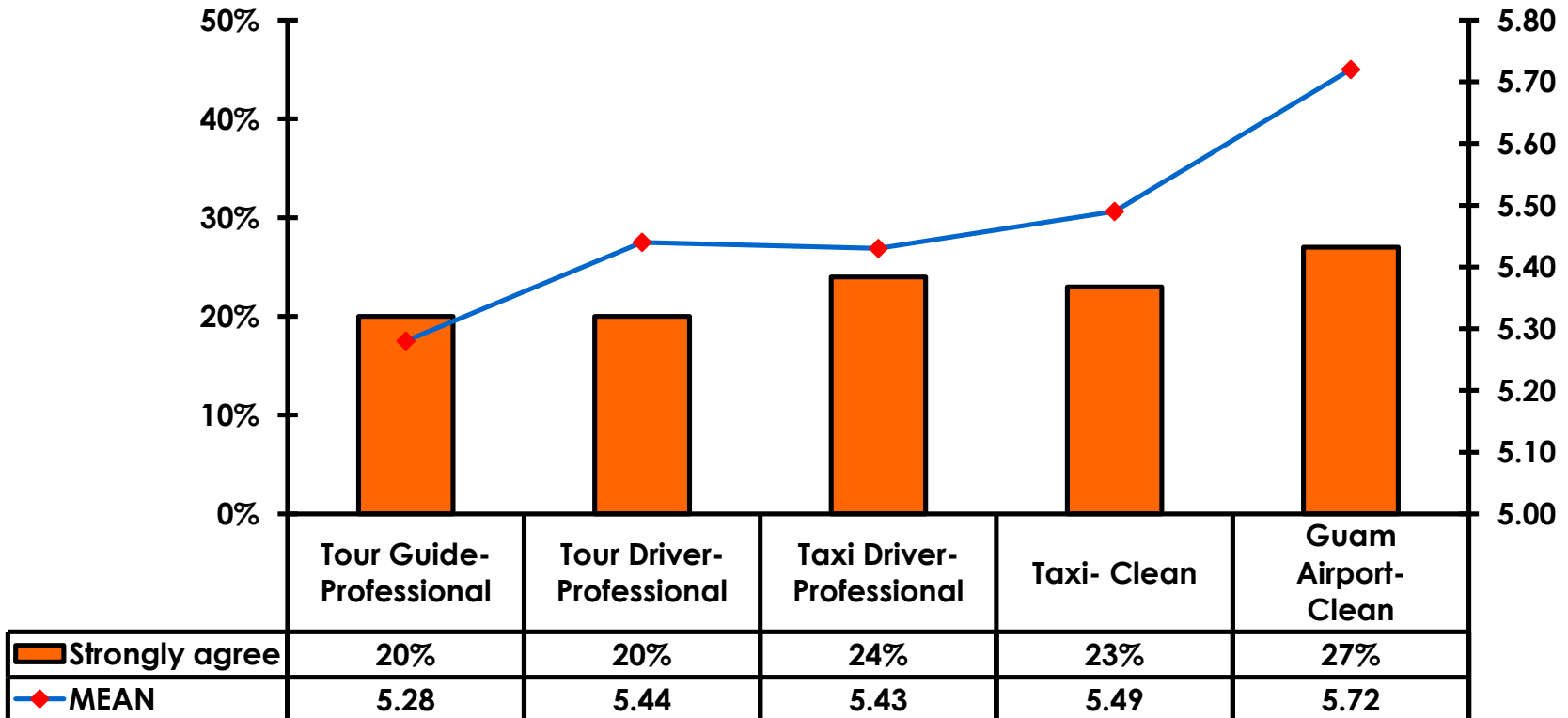


	Guam was better than expected	I had no communication problems	I will recommend Guam to friends	Sites on Guam were attractive	I plan to visit Guam again	Not enough night activities
 Strongly agree	25%	33%	31%	22%	25%	15%
 MEAN	5.69	6.01	5.91	5.48	5.39	5.00

On-Island Perceptions

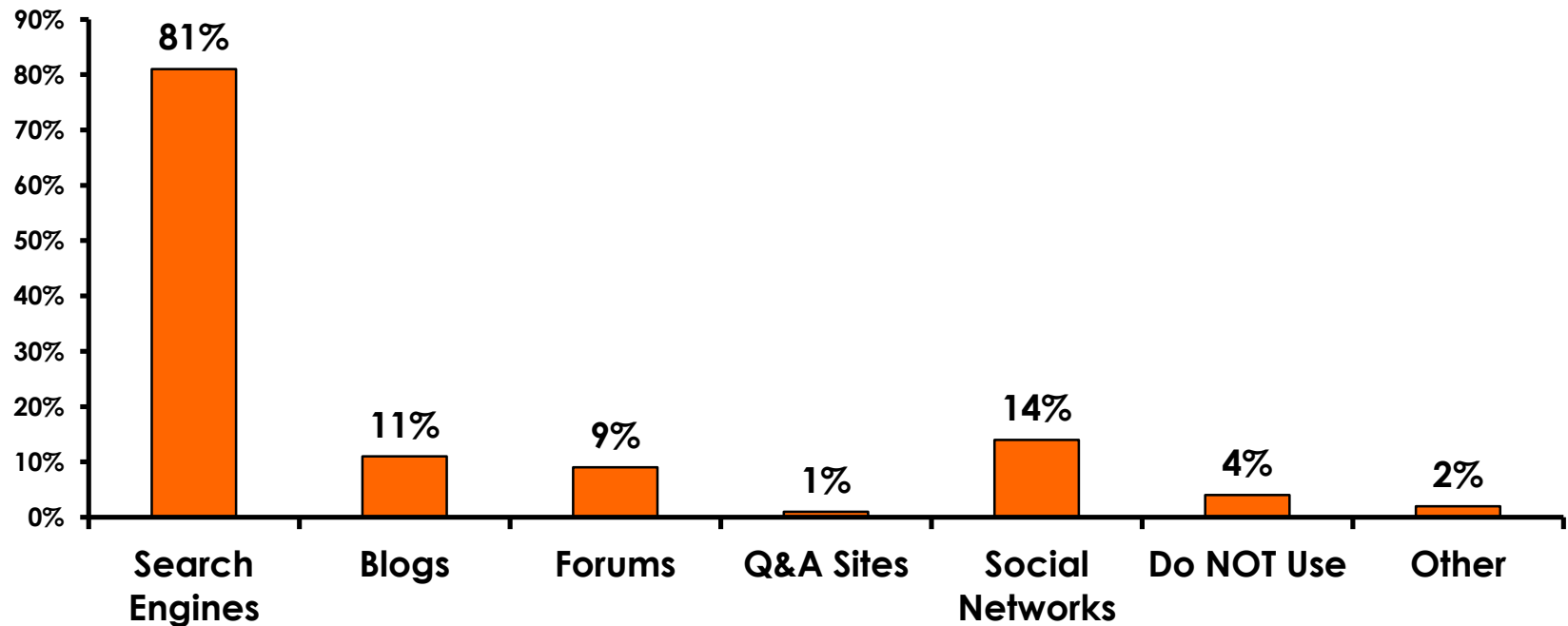
7pt Rating Scale

7=Very Satisfied/ 1=Very Dissatisfied



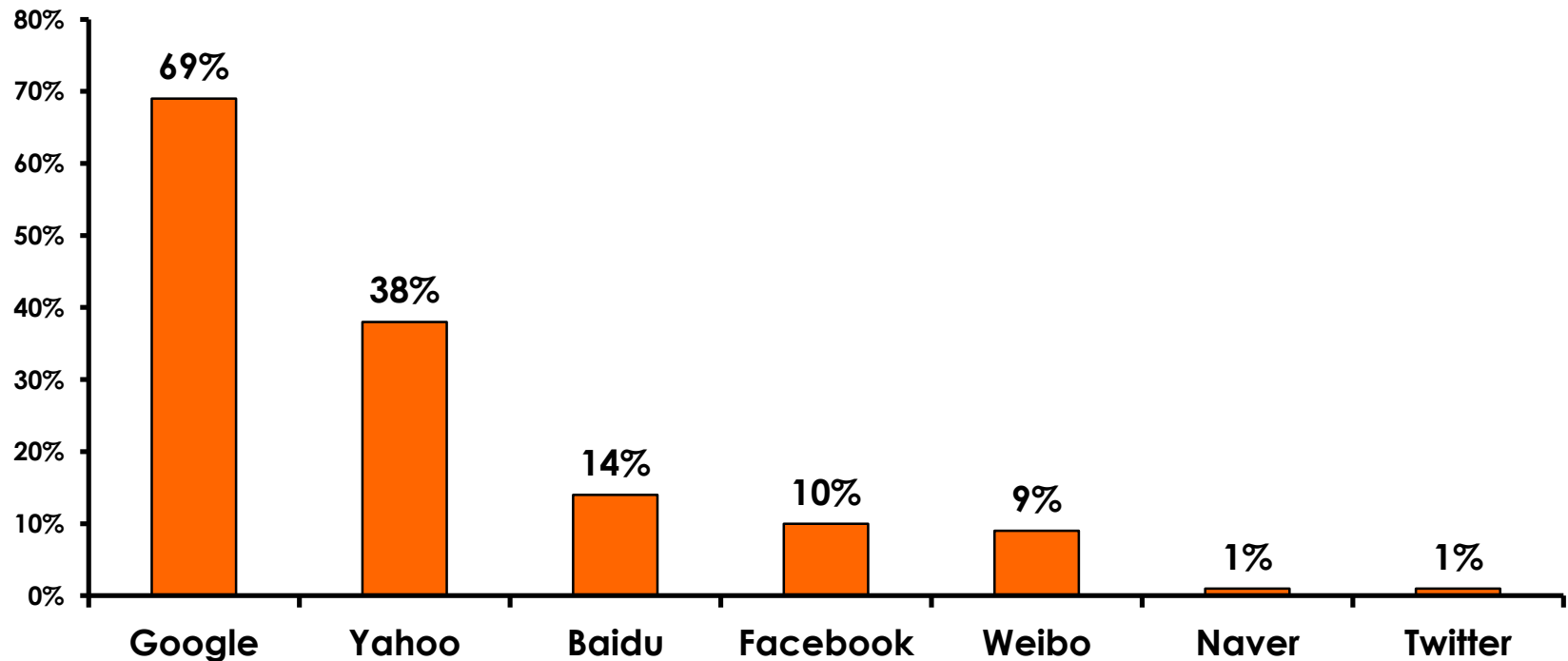
SECTION 5 **PROMOTIONS**

Internet- Guam Sources of Info

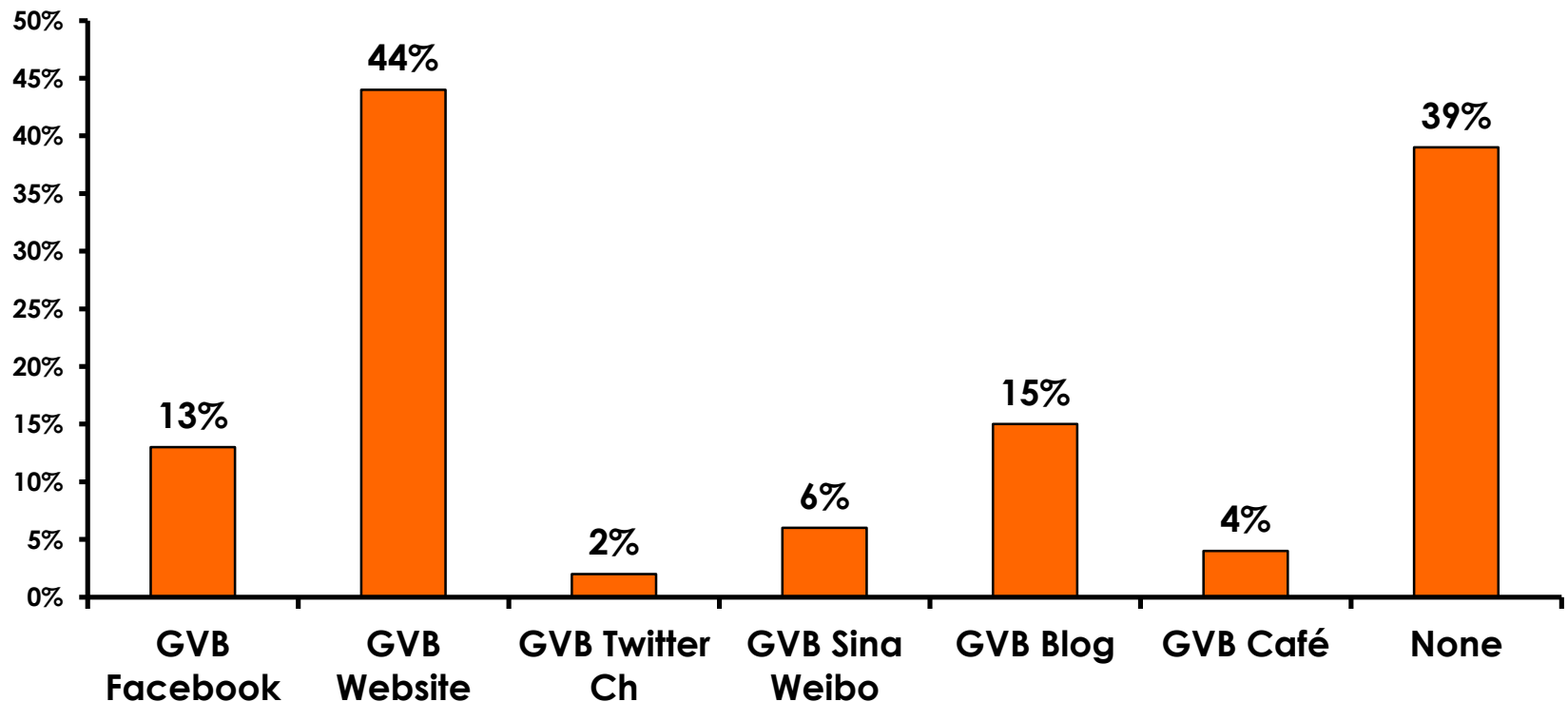


Internet- Things To Do

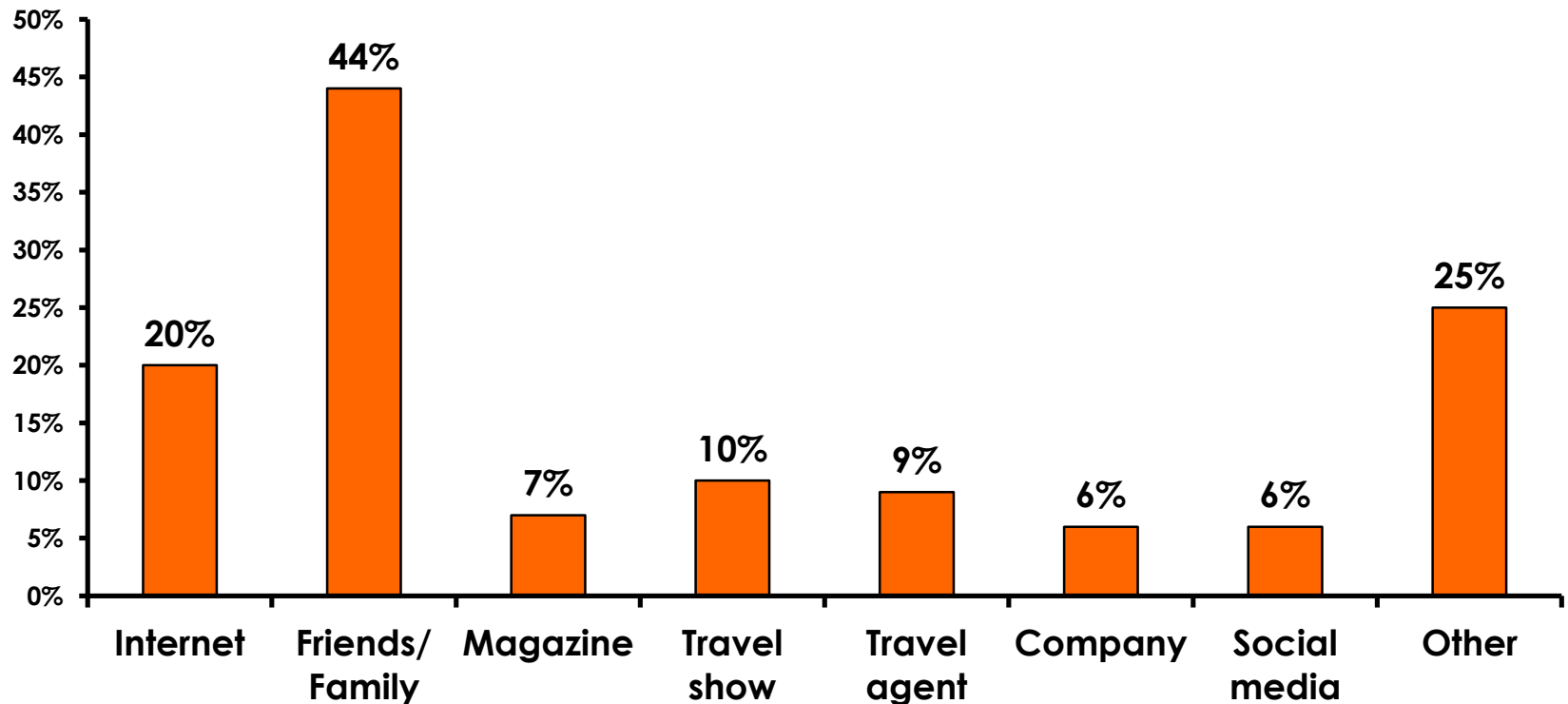
Sources of Info



Internet- GVB Sources

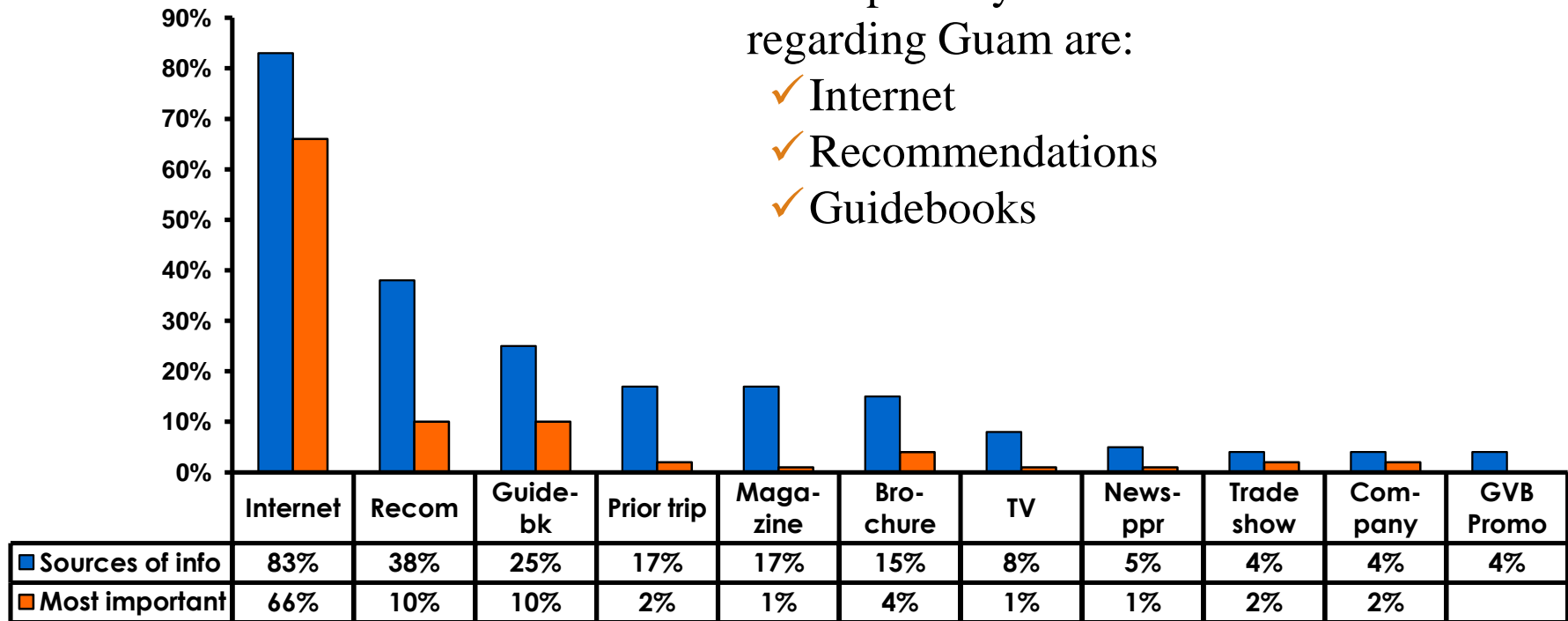


Travel Motivation- Info Sources



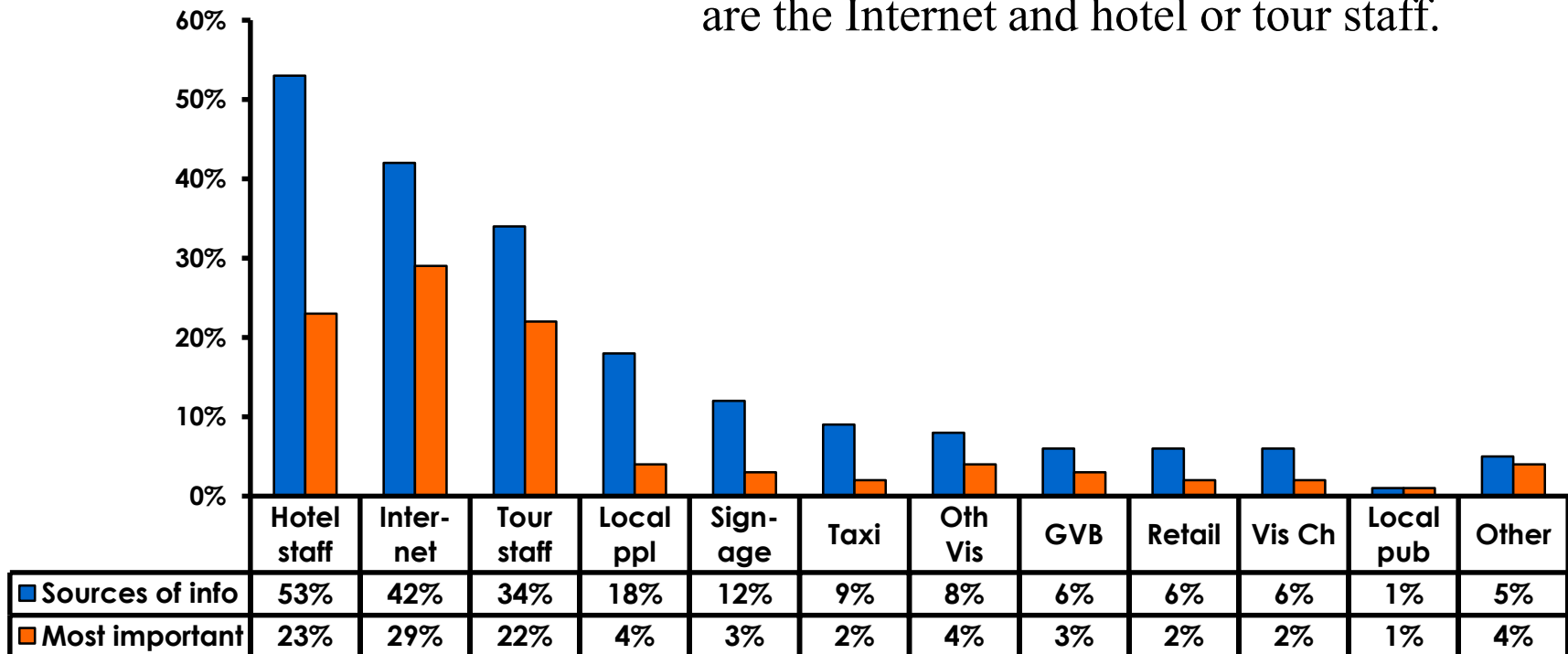
Sources of Information Pre-arrival

- The 3 primary sources of information regarding Guam are:
 - ✓ Internet
 - ✓ Recommendations
 - ✓ Guidebooks



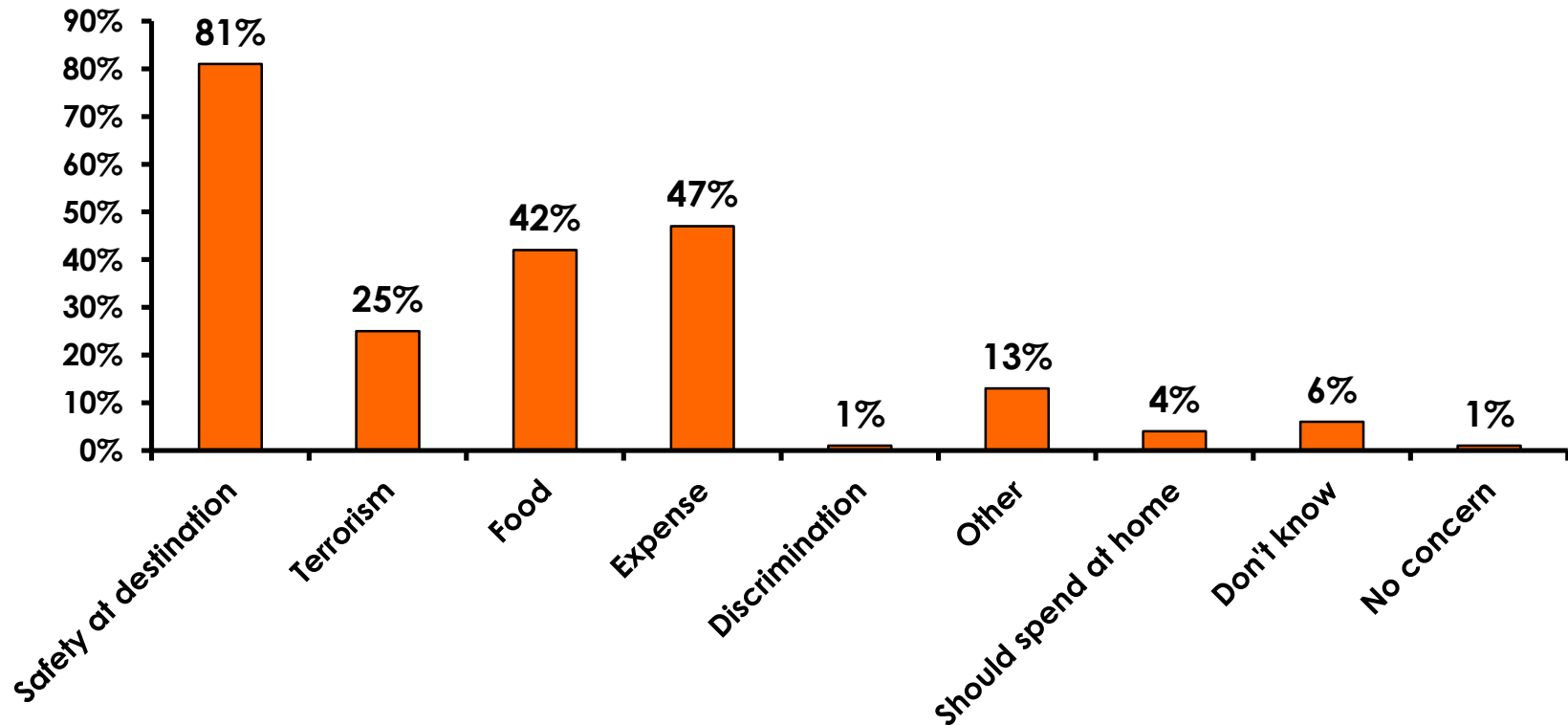
Sources of Information Post-arrival

- The primary local source of information are the Internet and hotel or tour staff.



SECTION 6 **OTHER ISSUES**

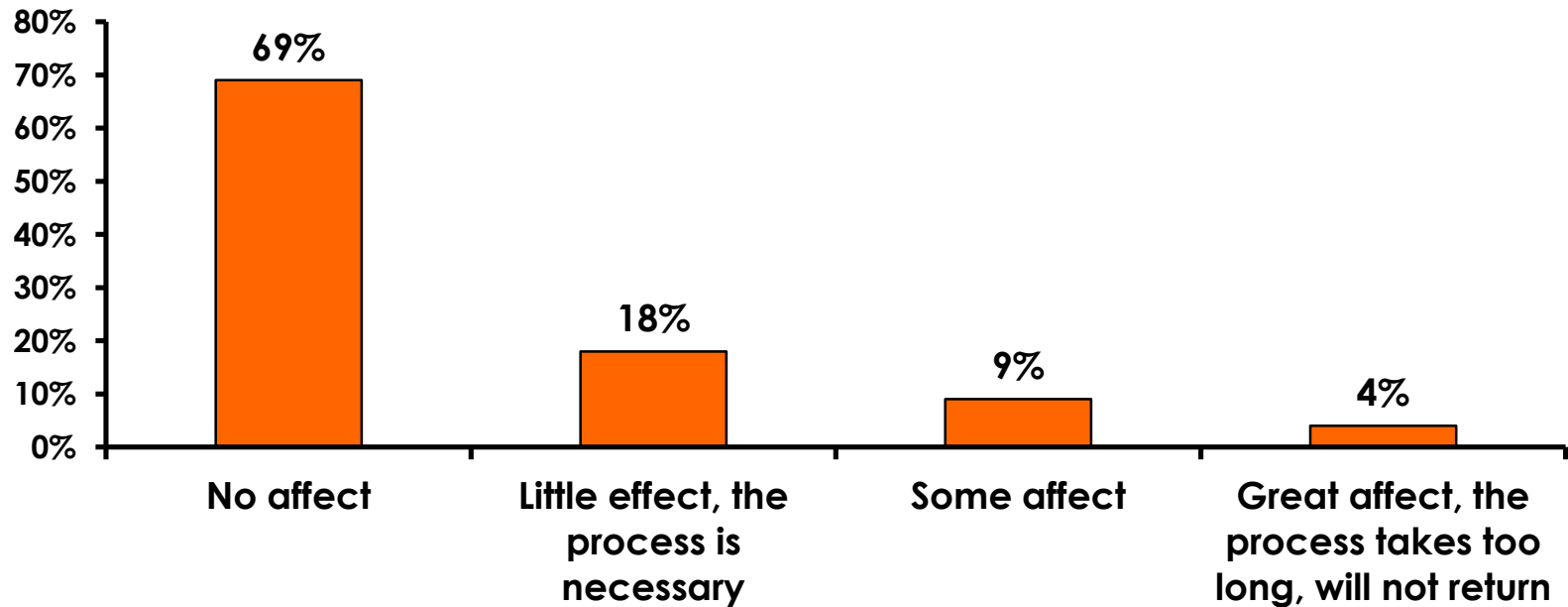
Concerns about travel outside of Hong Kong - Overall



Concerns about travel outside of Hong Kong - By Age & Income

	TOTAL	AGE				Q26								
	-	18-24	25-34	35-49	50+	<=HKD120K	HKD120K- HKD240K	HKD240K- HKD500K	HKD500K- HKD1.0M	HKD1.0M- HKD2.0M	HKD2.0M- HKD3.0M	HKD3.0M+	No Income	
Q21 Safety	81%	70%	78%	84%	88%	100%	88%	81%	75%	76%	67%	100%	67%	
Expense	47%	40%	53%	51%	31%	33%	60%	53%	44%	18%	100%	33%	67%	
Food	42%	25%	36%	65%	23%	33%	48%	39%	47%	24%	67%	44%	100%	
Terrorism	25%	50%	27%	22%	12%	33%	32%	24%	38%		33%	11%	67%	
Other	13%	15%	19%	8%	8%		16%	10%	16%	18%		11%	67%	
Don't know	6%	10%	9%	2%	4%		4%	7%		18%				
Should spend at home	4%	15%	2%	2%	4%		4%	3%	3%			11%	33%	
Discrimination against Chinese	1%			2%						6%				
No concerns	1%		2%					2%						
Total	Count	161	20	64	51	26	6	25	59	32	17	3	9	3

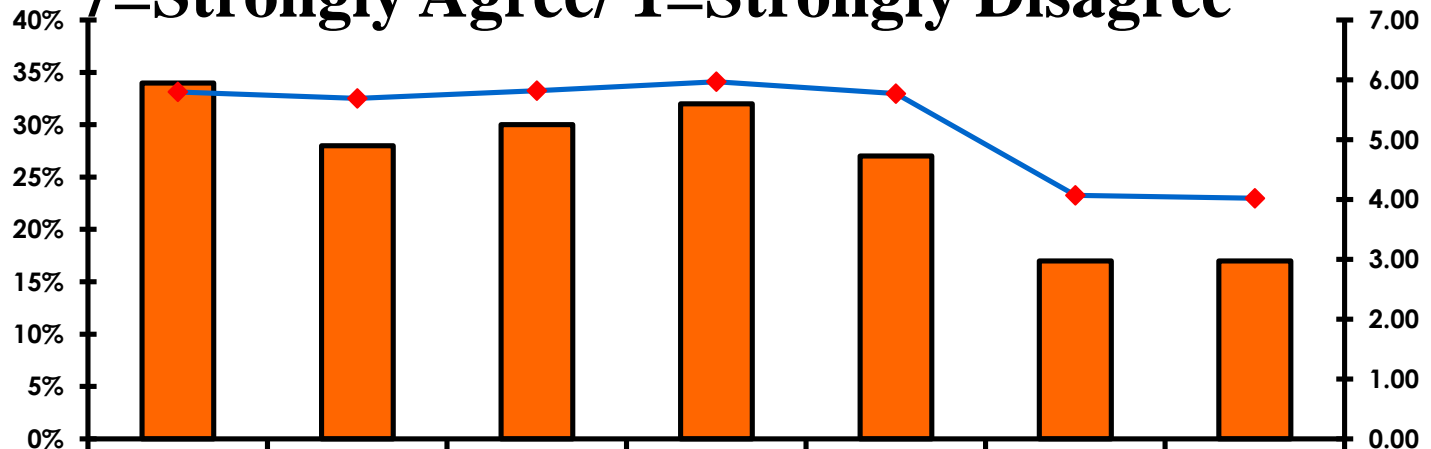
Security Screening/ Immigration Process at Guam International Airport



Airport Screening

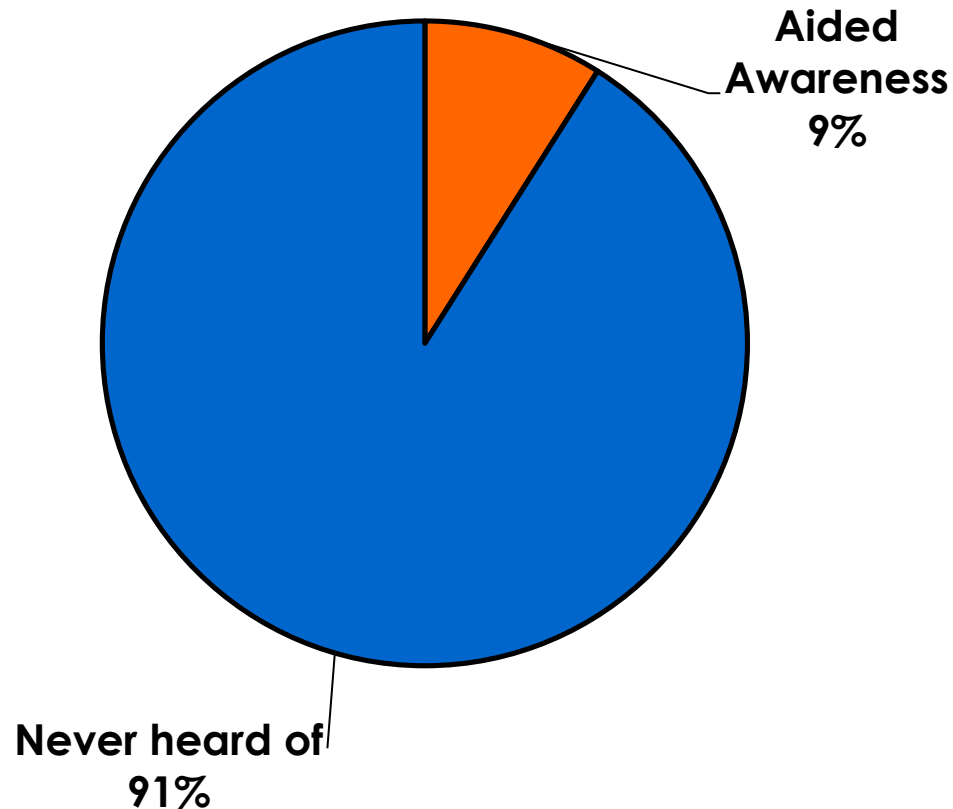
7pt Rating Scale

7=Strongly Agree/ 1=Strongly Disagree



	Time drop bags for screen reasonable	Signs bag screen reasonable	Time clear security enter secured area reasonable	Screening officer-good	Officer careful w/ belongings	Officer abused authority	Officer rude/unprof
Strongly agree	34%	28%	30%	32%	27%	17%	17%
MEAN	5.80	5.69	5.82	5.97	5.77	4.07	4.02

Shop Guam Festival



Shop Guam Festival - Impact

n=15

