



## **ABOUT US**

Ming Travel Service Sdn Bhd (formerly known as H.M Law Travel Services Sdn Bhd) is a Sarawak-based travel agency established in 1982, offering a wide range of tours packages & travel related products including ticketing, hotel reservation, travel insurance and visa application.

Our hospitable staff, who are our company valuable assets, are trained multi-skilled experience personnel, committed to providing “Total Customer Satisfaction” services to our valued customers,; overseeing even the smallest details. Through effective communication skill, products knowledge, customer care with empathy, we are able to continuously secure repeated business and at the same time acquire new business.

Over the last 34 years, Ming Ming Travel has successfully planned, coordinated and organized (including tailor-make ) numerous oversea tours to China, Asia , ,Egypt, New Zealand, Australia, South Africa, Central Europe, Eastern Europe, Scandinavian Countries and Cruise Vacation.

Our inbound division offer visitors to Sarawak “Value for Money” inbound tours packages, emphasizing on the colorful historical rich cultural heritage ,myriad natural wonders of Sarawak and its people.

It is our goal to be one of the leading reputable tour operators in the country, achieving high standard of Customer Satisfaction Index and Employee Satisfaction Index.

## **VISION**

To be among one of the leading reputable tour operators in Malaysia through excellent customer services, quality products and innovation

## **MISSION**

To achieve our Vision, we are determined to do the following:-

- Strive to achieve & sustain Total Customer Satisfaction by providing excellent quality services & products. (CSI)
- Manage operational efficiency through cost effectiveness and human resource development (ESI )
- Improve our business performance through innovation by developing new products and services

## **CORE VALUES**

Total commitment – We offer uncompromised total commitment with care to customer to ensure promises are delivered.

Integrity – We are trustworthy in all our business dealing and all customers profiles are treated with utmost secrecy.

Empathy – We listen, we offer alternative and solution through effective communication skill.