

In addition to these, Pacific Tours, Ltd., brought down a personally conducted party of twenty-seven, under the guidance of Mr. J. L. Wheeler, a frequent visitor to New Zealand. The whole of the arrangements for transport and accommodation of this party were made by the Department, whose Inspector accompanied them throughout the tour.

The all-round improvement in the Department's position in this respect must, I think, be regarded as satisfactory. It reflects credit on all our officers engaged in pushing the attractions of our New Zealand resorts, both at home and abroad—mainly in Australia, which is our most fruitful field. In this connection it was decided to arrange for our Australian outside agents, Messrs. Barnett and Firth, to travel occasionally on the steamers from Sydney and Melbourne, and, by dint of addresses and meeting personally intending tourists, to prepare their itineraries and give advice generally. This experiment, which it is intended to further extend next season, has had very good results, and travellers have expressed their appreciation at being able to obtain first-hand up-to-date information and to plan their tours to the best advantage before landing in New Zealand. Both of these officers—and, indeed, all the Department's booking officers—have done good work during the year; and though the number of visitors has materially increased, the complaints, which are inevitable in such a large and complicated business, have been almost infinitesimal, while the record clerk has been kept busy in filing letters of thanks and congratulations.

Following are a few extracts from letters received from visitors, appreciative of the work of the Department:—

From Mr. A. K. Turner, president Auckland University College Students' Association, dated 10th April, 1929: "I have to compliment your Department on the very excellent travelling arrangements made for our team, and to thank the officers concerned for the courtesy and efficiency with which they made their arrangements."

From Mr. H. Sumner Martin, care of Grand Hotel, Auckland (28/3/29): "I am leaving New Zealand to-day after an eight weeks' tour of both Islands, and take this opportunity of congratulating your Department upon the excellence of its arrangements for the comfort and enjoyment of tourists. We have had a most interesting and enjoyable trip, due largely to the excellent itinerary prepared."

From Mr. Ernest Baynes, care of Midland Hotel, Wellington (14/2/29): "I returned to Wellington this afternoon after a month's tour in the South Island, and wish to compliment your Office on the very excellent itinerary prepared for me. There was not a single error in it—times of leaving by train, motor, or anything else."

From Mr. H. R. Manchester and party of four, Cleveland, Ohio, U.S.A. (14/3/29): "Now that we are completing the trip you arranged for us over a portion of the South Island, it is a pleasure to advise that we have found the itinerary most complete and satisfactory. We found the hotels comfortable and clean. We were well taken care of, and have enjoyed the journey all the way."

From Mr. A. E. Kimpton, Toorak Road, Toorak, Melbourne, Victoria (11/2/29): "We sail for Sydney to-morrow after having spent a wonderful time in your glorious country, and I must thank you very much for the excellent arrangements you made for our comfort."

From Miss Dorothy Paine, R. 6, Sta. C, Box 481, Milwaukee, Wisconsin, U.S.A. (12/2/29): "Before leaving your country I should like to write a little note telling you how much I enjoyed my visit there. I was in the North Island two weeks and the South Island six weeks. While in the South Island I was independent except for the ten days I took the Milford Track walk—that was the happiest time I have had on my trip."

From Miss Irma Russell, 6 Peppin Street, Camberwell, Victoria, Australia (17/1/29): "I have just completed a tour of the South Island arranged by your representative. While we have thoroughly enjoyed the scenery of the South Island, we feel that the feature of our whole visit has been the Milford Track, where we received the utmost attention and consideration. Though we are leaving for Australia to-morrow, we both wish we could have spent longer in New Zealand, and hope to return in the near future."

From Mr. T. P. Gregory, manager of the State Savings-bank, Victoria (18/1/29): "I desire to take this opportunity of expressing my appreciation for the excellent manner in which you arranged my tour through the North and South Islands during my two months' sojourn in New Zealand. On all sides I met with the greatest courtesy in my travels, which goes to prove that your Department is splendidly managed. I am looking forward at no distant date to returning to New Zealand, when I shall be pleased to again place myself under your charge."

From Mr. R. Ikawa, Osaka, Japan (15/1/29): "Please accept my sincere thanks for your courtesy extended to me during my stay in this country. I can assure you that I shall always cherish the memory of the very pleasant tour I have had under your kind arrangements."

From Mr. Frank A. Weller, 631 S'o Arden Boulevard, Los Angeles, California (10/1/29): "Just a line to thank you for the interest shown in outlining my trip through the North Island, and to say that I have enjoyed every minute of my stay. We arrived at every point on time, and our accommodations were everything that could be expected—and, in fact, far better than we anticipated. We are leaving to-morrow with pleasant memories of our visit in your wonderful country."

From Miss Lilian Stott, care of Grand Hotel, Wellington (8/1/29): "I would like to express through you my thanks to the person who suggested that there should be a Tourist Agent on board the 'Manuka' for the convenience of passengers. Mr. Firth was invaluable in arranging and rearranging tours, and, personally, I have been thoroughly satisfied with the splendid South Island itinerary which he mapped out for me."

From Mr. R. G. Abderson, of Ebbett Motors, Ltd., Hood Street, Hamilton (14/12/28): "I have to thank you very sincerely for the arrangements made, which are most suitable and satisfactory. I feel I should never have succeeded in booking through without the good offices of your Department."

From Miss Lilian M. Ashford, care of A. G. Orchard, Esq., 2145 Smith Street, Regina, Saskatchewan, Canada (20/8/28): "You were good enough to arrange a short tour for me in May last, and I