

#### **Global Code of Ethics on Tourism**

The understanding and promotion of the ethical values common to humanity, with an attitude of tolerance and respect for the diversity of religious, philosophical and moral beliefs, are both the foundations and the consequences of responsible tourism. Stakeholders in tourism development and tourists themselves should observe the social and cultural traditions and practices of all peoples, including those of minorities and indigenous peoples and recognize their worth.

Tourism activities should be conducted in harmony with the attributes and traditions of the host regions and countries and in respect for their laws, practices and customs.

The host communities and the local professionals should acquaint themselves with and respect the tourists who visit them and find out about their life styles, tastes and expectations. The education and training imparted to professionals contribute to a hospitable welcome.

It is the task of the public authorities to provide protection for tourists and visitors and their belongings. They must pay particular attention to the safety of foreign tourists owing to the particular vulnerability they may have. They should facilitate the introduction of specific means of information, prevention, security, insurance and assistance consistent with their needs. Any attacks, assaults, kidnappings, or threats against tourists or workers in the tourism industry,

as well as the willful destruction of tourism facilities or elements of cultural or natural heritage should be severely condemned and punished in accordance with respective national laws.

When travelling, tourists and visitors should not commit any criminal act or any act considered criminal by the laws of the country visited. They should abstain from any conduct felt to be offensive or injurious by the local populations and from actions likely to damage the local environment. They should refrain from all trafficking of illicit drugs, arms, antiques, protected species, and products and substances that are dangerous or prohibited by national regulations.

Tourists and visitors have the responsibility to acquaint themselves, even before their departures, with the characteristics of the countries they are preparing to visit. They must be aware of the health and security risks inherent in any travel outside their usual environment and behave in such a way as to minimize those risks.



#### The Evaluation Standards of On-Spot Examination for Tour Guide Qualification

英语导游资格证考试 (现场考试)评分标准

	准考证号	姓名	语种					
	Į	页目		评	分标	准	评	委
考试要素	观察要点			良	中	差	打	分
语言表达		流畅;语法正确; 富有逻辑性;表情 }理解他人意思。						
口译	能全面、准确、济 译、漏译。	流畅地进行口译; 词	吾法正确;无错					
景点讲解		E确,条理清晰,详 医用得当,讲解生动						
景点知识 回答	熟悉规定景点范围 问题回答准确、家	围及相关知识,对词 热练。	平委提的 2-3 个					
导游规范	熟知并能正确运用 确、完整。	用导游服务规范, 导	异游服务程序正					
应变能力		下,反应敏捷,情绪 奏、及时处理突发事						
仪表礼仪	穿着打扮得体、整 礼仪礼貌规范。	整洁; 言行举止大力	5,符合导游员					

评委签名:

年 月 日



#### Travel Plan & Itinerary CHINA XXX INTERNATIONAL TOURS

中国 XXX 国际旅游公司 CST—2018—0730 旅游团接待计划

成都 XXX	欧美部 XXX	电话: 028-66737XX	传真: 028-67147XX
西藏 XXX	XXX, XXX, XX	电话: 0891-68337XX	传真: 0891-68297XX
<b>XXX</b> 国旅	特项部 XXX	电话: 10-659567XX	传真: 010-659567XX

#### 各地旅行社:

我公司自组英国 CST — 2018 — 0730 团 — 行 4 人于 2018 年 7 月 30 日至 8 月 19 日来华旅游, 客人用房两双间(含双早)。请成都 XXX 预定 8 月 2 日成都至拉萨的机票及宾馆预订;西藏 XXX 负责西藏区段的用车、英语导游、定房及拉萨至北京火车票等服务。计划内费用(包括机 票、房费)由我公司支付,客人自付午、晚餐,景点门票。

注: 此团成都段不派导游

附: 名单

行程

7月30日(一)	乘汉莎 LH720(09:25)抵北京。北京一大同,	
	乘 637 次(22:48—次日 7:00)	宿车上
7月31日(二)	抵大同。游云冈石窟,悬空寺。	
	大同—北京,634次(22:30—次日5:50)	宿车上
8月01日(三)	北京 / 成都, 乘 SZ4106 (10:30—12:40)	银河王朝
02日(四)	成都 / 拉萨, 乘 SZ4401 (6:40—8:40)	西藏宾馆
03日(五)	拉萨	西藏宾馆
04日(六)	拉萨: 甘丹寺	西藏宾馆
05日(日)	拉萨	西藏宾馆
06 日 (一)	拉萨——日喀则	山东大厦
07日(二)	日喀则	山东大厦
08日(三)	日喀则—萨迦	招待所

			9
09日(四)	萨迦一珠峰大本营	招待所	
10日(五)	珠峰大本营—拉孜	拉孜宾馆	
11日(六)	拉孜一江孜	江孜饭店	
12日(日)	江孜一桑耶寺, 藏王墓	泽当饭店	
13 日(一)	桑耶寺一拉萨	西藏宾馆	
14 日(二)	拉萨 / 北京, 乘青藏线软卧 (9:15)		
18日(六)	北京	SAS 饭店	
19日(日)	北京 / 伦敦,乘汉莎 LH731 (11:25)		

客人名单

姓名	性别	职 业	出生年月	F	籍	护照号
Vincent Bestman	男	药剂师	48.01.22	英	玉	XXXXXXXXX
Vivian Bestman	女	教 师	49.12.21	英	玉	XXX
Marian Hall	女	护士	56.03.27	英	玉	XXXX
Douglas Hall	男	建筑师	58.04.15	澳大利	亚	N08745XX

联系人: XXX, XXX, XXX

- 电 话: 010 XX081766—207, XX956798
- 传 真: 010 XX956799
- 如无异议,请尽快传真确认!

中国 XXX 旅游公司 特项部 二 XXX 年 X 月 XX 日

#### **10 Days of Silk Route Tour**

Daily Itinerary

Day 01 (D)

10 Days of Silk Route Tour

Beijing/Xi'an

Hyatt Hotel  $\star \star \star \star \star$ 

Take afternoon flight to Xi'an. Arrive at Xi'an. Be met & transferred to your hotel.

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Day 02 (B, L, D) Xi'an Hyatt Hotel ★ ★ ★ ★ Visit the Terracotta Warriors and Horses, the Provincial Museum, the Wild Goose Pagoda, the Ancient City Wall. Enjoy the Tang Dynasty Show in the evening.

Day 03 (B, L, D) Xi'an/Jiayuguan by air Dunhuang Hotel **\* \* \*** Visit the Jiayuguan Pass and then be transferred to Dunhuang.

Day 04 (B, L, D)
Dunhuang on the train, soft sleeper
Visit the Mogao Caves and Crescent Lake. In the evening, catch the overnight train to Turpan.

Day 05 (B, L, D)

Overnight train/Turpan Oasis Hotel  $\star \star \star$ 

Arrive at Turpan in the morning, be met at railway station and then visit Gaochang Ancient City, the Flaming Mountain, and the Astana Tombs. Enjoy the cultural show of Uygur songs and dances.

Day 06 (B, L, D) Turpan/Urumqi Mirage Hotel ★★★★ Visit the Karez Well, the Emin Minaret, and the Grape Valley. Drive to Urumqi.

Day 07 (B, L, D) Urumqi Mirage Hotel  $\star \star \star \star$ Visit the Southern Pasture and Khazak Yurts.

Day 08 (B, L, D) Urumqi/ Kashgar Barony Hotel ★★★ Transfer via: PM flight Visit the Heavenly Lake, transfer from hotel to airport and fly to Kashgar. Day 09 (B, L, D) Kashgar / Urumqi Mirage Hotel ★★★★ Transfer via: PM flight Visit the Idigar Mosque, the Abakh KhojaTomb.Take evening flight back to Urumqi.

Day 10 (B, L)

Urumqi/Beijing Transfervia: PM flight

Visit the Erdaoqiao Bazaar. Take flight to Beijing. Be met & transferred to your hotel. Feel free at leisure for the rest of the day.

Quotation: a) 4236USD (with national guide)

b) 2898USD (without national guide)

Services included

- A. Entrance fees in the itinerary.
- B. Meals as listed in the itinerary, B = breakfast; L = lunch; D = Dinner.
- C. Local personal guide & driver+private car/van for private transfers & sightseeing.
- E. Hotels as listed in the itinerary.
- F. Domestic flights or trains as listed in the itinerary.
- G. Service charge & government Taxes.
- H. Luggage transfers between airports and hotels.

Services not included

- A. Entry or Exit China International Air fare or train tickets.
- B. Visa fees.
- C. Excess baggage charges.
- D. Personal expenses.
- E. Gratuities, tips to guides or drivers.

#### **Forms Used in Hotels**

No.1 Registration Card (Individual Tourist)

Appendix 4

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#### **REGISTRATION CARD**

PLEASE PRINT			
Name		Nationality	
Sex		Date & place of birth	
Passport No		Date of issue	
Issued by		Valid until	
Permanent address	6		
Tel		Occupation	
Method of settleme	ent of bill( Please check one)	):	
$\Box$ Cash	Credit card	Check	
Guest signature			

MONEY, JEWELS AND VALUABLES MUST BE DEPOSITED IN THE HOTEL SAFE; OTHERWISE THE MANAGEMENT CAN NOT ASSUME RESPONSIBILITY.

#### 

Arrival date	a.m./p.m	Room No.
Departure date	a.m./p.m.	Folio No.
No. in party		
Room rate		
Deposit		

Clerk's signature\_\_\_\_\_

#### 住宿登记表

	住宿登记表
请用正楷填写	
姓名	国籍
性别	出生年月及地点
护照号码	发照日期
发照机构	期限
常住地址	
电话号码	
付款方式(请作标记"∀"):	
□现金 □信用卡	□支票

旅客签字\_\_\_\_\_

珠宝钱财、贵重物品必须存本店保险箱,否则本店概不负责。

到达日期	上午/下午
离开日期	上午/下午
人数	房号
房租押金	档案编号

职员签字\_\_\_\_\_

No.2 Registration Card (Group Tourists)									
团体人员临时住宿登记表									
TOURIST GROUP REGISTRATION FORM OF TEMPORARY RESIDENCE									
何处来      去何处		来店日期		离店日期					
From Where To Where		Where	Date of Arrival		Da	Date of Departure			
姓名 Name in Full	房号 Room No.	性别 Sex		国籍 Nationality	证件名称 Certificate	证件号码 Certificate No.		证件有效期 Visa Validity	
Received by Travel Agency Front Desk Agent									
接待单位及	团体			前台接待	<b></b> 長				

No. 3 Notice of Arrival	
NOTICE	OF ARRIVAL
Date	Name
Room No	-
Number of Sleepers	
Length of Stay	Rate
Remarks	
	Signature
旅客到	刘达通知单
日期	住宿人数
房号	
姓名	房租
备注	
	签名

No. 4 Notice of Departure	
Ν	OTICE OF DEPARTURE
Date	Number of Sleepers
Room No	Length of Stay
Name	Rate
Remarks	
	Signature
	旅客到达通知单
日期	住宿人数
房号	拟住天数
姓名	房租
备注	
	签名

No. 5 Notice of Room Chan	ge	
	SUNSHIN	NE HOLIDAY INN
	Notice o	of Room Change
Room Numbers: from	to	Length of Stay
Name		Rate
Sleepers		
Remarks		
		Signature
		6
	更换	9房间通知单
		光假日酒店
房号:从 迁	-	住宿天数
姓名		
住宿人数		
住宿人数 备注		

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No. 6 Laundry								
HYATT HOTEL NO.								
			PLEASE TICK ONE					
Name:					Regular	Service —garn	nents rece	ived
					-	):00a.m.return		
								-
Signature:					-	Service —garn		
Date	Room No.			b	efore 2	:00p.m. return	in the sam	ne day
Special Service	e 🗌 Repairing	g 🗌 Bı	uttoning	🗆 St	ain-Rei	noving		
Guest Hotel		UnitPrice	-	Guest	Hotel	-	UnitPrice	
Count Count	Ladies	()	Amount	Count	Count	Gentlemen	()	Amount
	Blouse	4.00				Bathrobe	5.00	
	Brassiere	2.00				Dress Shirt	10.00	
	Dress	8.00				Handkerchief	1.00	
	Handkerchief	1.00				Pyjamas(set)	4.00	
	Evening Dress	10.00				Normal Shirt	4.00	
	Underpants	2.00				Shorts	1.00	
	Pajamas(set)	4.00				Socks	1.00	
	Shorts	4.00				Sweater	9.00	
	Skirt	6.00				Swimming	2.00	
	Slacks	6.00				trunks	2.00	
	Socks	1.00				Trousers	9.00	
	Stockings	1.00				T-Shirt	3.00	
	Suit	15.00				Underpants	2.00	
	Sweater	9.00				Vest	2.00	
	T-Shirt	3.00				Sports Shirt	10.00	
	Undershirt	2.00				kimono	9.00	

- The guest is required to complete the list. Otherwise the hotel count must be accepted as correct.
- 2. The hotel is not responsible for valuables in pockets.
- 3. In case of loss or damage the hotel will be liable to no more than ten times the regular processing charge of the item.
- 4. All claims must be made within 24 hours after delivery and must be accompanied by the original list.

#### **Special Instructions**

Basic Charge

50% Extra Charge for Express 10% Service Charge Grand Total Billed by:

衣物清洗单						,	3- H		
	凯悦饭店			_		4	扁号		
				ī	青选择				
姓名:					] 普通)	服务:上午1	0点前收	洗衣服,	当天
					送还。				
签名:					] 快衣	服务:下午	2点前收	洗衣服,	当天
日期	房间号				送还。				
特殊服务 [	]缝补 □	钉纽扣	口清清	吉污渍					
客人 饭店		出仏		京ト	饭店		出仏		ľ
谷八 山) 山 行数 十数	女衣	单价 ( )	总 计	客人 计数	- 吸店 计数	男衣	单价 (  )	总 计	
	恤衫	4.00			1	浴衣	5.00		
	胸衣	2.00				礼服	10.00		
	连衣裙	8.00				手巾	1.00		
	手巾	1.00			5 	睡衣(套)	4.00		
	晚礼服	10.00			9	衬衣	4.00		
	紧身内裤	2.00				短裤	1.00		
	睡衣(套)	4.00				短袜	1.00		
	短裤	4.00				毛衫	9.00		
	短裙	6.00				泳裤	2.00		
	长裤	6.00				西裤	9.00		
	短袜	1.00				ТШ	3.00		
	长袜	1.00				内裤	2.00		
	西服	15.00				背心	2.00	-	
	毛衫	9.00				运动衣	10.00		
	ТÉ	3.00				和服	9.00		
	内衣	2.00							

- 有为特页重初的放入很辨内。百刻,年 饭店概不负责。
   油主计算主题中主体的相互式工作主体主义。
- 洗衣过程中衣物的损坏或丢失由饭店负 责赔偿。赔偿费用不超过洗衣费用的 10 倍。
- 任何有关洗衣服务的投诉,应在收到衣 物之后 24 小时内、拿衣物清洗单据进行。

服务费(10%)\_\_\_\_\_

快衣服务(加收50%)

总计\_\_\_\_\_

记账员



No.7 Sample Menus

[Sample 1]

#### **Caribbean Moonshine Bay**

Sample Menu

#### BREAKFAST

Coffee-Tea-Juice Fresh Fruit-Bagels-Blueberry Muffins Assorted Jams, Jellies and Condiments Cajun Scrambled Eggs

Coffee-Tea-Juice Fresh Fruit Platter Pecan Cinnamon Buns, Sun Dried Tomato Omelets

Coffee-Tea-Juice

Fresh Fruit Platter

Roasted Tomato, Spinach, and Goat Cheese Frittata, Strawberry Scones

#### LUNCH

Chicken Satay Skewers with Peanut Sauce, Pad Thai Noodles, Stir-fried Vegetables

Zucchini, Mushroom, Chicken, Pesto Panino Sandwiches Sweet Potato Chips, Mixed Greens

Grilled Halibut Cheek Sandwiches with Pesto and Roasted Vegetables Seasoned Potato Wedges, Mixed Greens with Citrus Vinaigrette

#### DINNER

Macadamia Encrusted Alaska Wild Salmon with Coconut Saffron Sauce

Sticky Rice, Gingered Carrots Wines- New Zealand Sauvignon Blanc- French Mersault Lime Tart

Grilled Endive Salad W/Grapes, Toasted Almonds, Red Grapes, & Goat Cheese Black Pepper Crusted New York Steaks with Shitake Mushroom Vinaigrette, Garlic Grilled Sweet Potatoes, Grilled Asparagus Wines- Washington Meritage- Oregon Pinot Noir Almond Cake with Roasted Pineapple and Vanilla Cream

Water cress with Crispy Mushrooms and Grilled Onions in a Parmesan Crisp Lamb Chops with Feta and Banylus Cherry Sauce, Baked Potatoes Grilled Hearts of Romaine with Honey Mustard Dressing Wines- Italian Amarone- Spanish Jumilla Feather Light Peach Pudding

#### **APPETIZERS**

Baked Baby Onions Stuffed with Feta

Fresh Caught Alaska Spot Shrimp Cocktail

Caprese of Panela Cheese, Tomato, and Basilon Baguette Toasties

	[Sample 2]				
Dragon Boat -Pak					
Service 3-4 People\$28.98	Service 5-6 People\$48.98				
26 oz.Sliced Prawn with Garlic Sauce	32 oz.Scallop Sauteed				
26 oz. Fried Rice	32 oz.Fried Rice				
26 oz.Orange Chicken	32 oz.Orange Chicken				
26 oz.Cheerday Beef	32 oz.Cheerday Beef				
32 oz.Tomato Soup	16 oz.Steamed Rice				
	32 oz.Tomato Soup				
Service 7-8 People\$68.98	Service 8-10\$ 88.98				
64 oz.Fried Rice	Med. tray. Fried Rice				
64 oz.Kungbao Chicken	64 oz.Sauteed Baby Shrimps with				
32 oz.Cheerday Beef	Cashew Nuts				
32 oz.Tuna Roll	Small tray. Barbecued Beef				
26 oz.Steamed Rice	Small tray. Aromatic Chinese Eggplant				
Med. tray.Country Soup	Small tray. Steamed Rice				
Med. tray. Country Soup					

For Special&Catering orders, please give us 24-hours notice We gladly accept AMEX, Master Card,Visa or Peony Card Call(010) 878999XX, 878999XX Fax (010) 878996XX

No. 8 Questionnaire							
Thank you for taking time to complete this card.							
Thank You for Your Opinion							
Date	Timea	a.m./p.m.	How many in your party?				
Server's Name							
	]	HOSPITALITY	7				
Were you greeted as y	ou entered?		🗌 Yes	🗌 No			
Did the hostess/host s	seat you?		🗌 Yes	🗌 No			
Did the server introdu	ice herself/himself	by name?	🗌 Yes	🗌 No			
	FOC	DD AND SERV	ICE				
Was food served prom	nptly?		□ Yes	□ No			
Was your order correc	ct?		🗌 Yes	□ No			
Was food properly prepared?			🗌 Yes	🗌 No			
Did you receive smiling service?		□ Yes	□ No				
ENVIRONMENT							
Did our staff have a ne	eat, clean appearar	nce?	□ Yes	□ No			
Were your dining area	a and dining utensi	ls clean?	🗌 Yes	🗌 No			
Was the restaurant cle	ean over all?		□ Yes	🗌 No			

征求意见表			
	征求意	见表	
感谢您填写此表			
日期 时间	(上午/	'下午) 您一行几人?	
服务员姓名			
接待		食品与服务	
您进来时受到欢迎了吗?	□是 □否	上酒菜快吗?	□是 □否
服务员请你入座了吗?	□是 □否	点的酒菜对吗?	□是 □否
服务员作自我介绍了吗?	□是 □否	酒菜合胃口吗?	□是 □否
		您受到友好礼貌的服务了吗?	□是 □否
环境			
本店工作人员仪表整洁吗?	□是 □否	餐厅总体环境整洁吗?	□是 □否
进餐地方及餐具清洁吗?	□是 □否		



#### 旅客通关指南 Guide to Customs Clearance

#### 一、通关程序指引

**I.** Customs Clearance Procedures 欢迎您到中国来

#### Welcome to China!

- 当您完成了护照检查后,请携带您所有的行李(包括托运行李),自行选择通道通关。 After you have gone through the passport checking points, please take all of your baggage including your checked baggage, and choose the right channel to pass through Customs.
- 在选择海关通道前,请先了解清楚海关通关管理规定。对错选通道而引致的一切法 律责任,将由旅客自行承担。

Please make sure you know the regulations regarding how to pass through Customs before you choose the channel. The passengers shall take all legal responsibilities resulting from choosing a wrong channel.

 旅客需要向海关办理申报手续的,请到海关申报台以书面形式完成。此外在任何地 点以及其他任何方式的申报均视为无效。

If you have anything to declare, please finish the declaration in a written format at the counter marked "GOODS TO DECLARE". Declaration of any other form or in any other place shall be regarded as invalid.

4. 请您出示有效进出境证件通关。

Please show your valid identity documents when you go through the Customs in section area.

 对旅客带有国家规定的应税物品,海关将予照章征税。请旅客持税单自行前往海关 指定的银行缴纳税款。

If you have carried anything that is required to pay duty according to the regulations of China, Customs shall request you to do so. Please keep the bill, and go to the Customs appointed bank to pay your duties.

 对携带超量或未办结海关手续的货物、物品,海关将提供暂时保管,并按规定收取 保管费。

Goods or articles, which have exceeded the limited quantity or have not been cleared,

shall be kept by the Customs temporarily, and you have to pay the storage fee accordingly.

#### 二、有关规定指引

#### **II. Guidance to Relevant Regulations** 根据中国海关的有关法律规章规定

#### Provisions of relevant laws and regulations of China Customs:

一一个人携带进出境的行李物品,应当以自用、合理数量为限,应当向海关如实申报, 并接受海关检查。

Baggage and articles carried by inward or outward passengers shall be limited to reasonable quantities for personal use and subject to Customs control. Owners of the inward or outward articles shall declare to Customs truthfully and accept inspection from Customs.

——进出境物品的完税价格,由海关依法确定。

The duty-paid value of any inward and outward article is determined by the Customs according to laws and regulations.

#### 进出境旅客通关的管理规定

#### **Regulation of the Customs Clearance for Inward and Outward Passengers** 入境旅客通关的管理规定

#### Regulation of the Customs Clearance for Inward Passengers

(一)下列进境旅客应选择"申报通道",并将申报单证交由海关办理物品进境手续。

The following inward passengers shall finish the *Baggage Declaration Form* and choose the channel marked "GOODS TO DECLARE" Channel and declare all the articles as required:

 携带需经海关征税或限量免税的《旅客进出境行李物品分类表》第二、三类物品(不 含免税限量内的烟酒)者;

Passengers carrying dutiable articles or limited duty-free articles which belong to category II 、 III *in Articles Classification Form for Inward and Outward Passengers* (excluding allowed duty-free tobacco & alcoholic beverages).

 非居民旅客及持有前往国家(地区)再入境签证的居民旅客携带途中必需的旅行自 用物品超出照相机、便携式收录音机、小型摄影机、手提式摄录机、手提文字处理

#### 机每种一件范围者;

Non-resident passengers or resident passengers with re-entry visa issued by the destination country(area) carry trip necessities exceeding the limitation set by the Customs, i.e. one camera, one portable radio-recorder, one mini movie-camera, one portable video-recorder, one portable character-processor.

- 携带人民币现钞 20,000 元以上,或金银及其制品 50 克以上者;
   Passengers carrying more than RMB20,000 in cash, or gold, silver and ornaments there of over 50g in weight.
- 携带外币现钞折合美元 5,000 元以上者;
   Passengers carrying foreign currencies in cash which exceed the value of USD 5,000 in equivalence.
- 携带货物、货样以及携带物品超出旅客个人自用行李物品范围者;
   Passengers carrying goods of commercial value, samples or articles other than personal baggage.
- 携带中国检疫法规规定管制的动、植物及其产品以及其他须办理验放手续的物品者; Passengers carrying animals, plants, and products there of which are under the control of China Quarantine Law, or other articles which are required to have inspection before passing through Customs.

#### 出境旅客通关的管理规定

#### **Regulation of Customs Clearance for Outward Passengers**

(二)下列出境旅客应选择"申报通道",并将申报单证交由海关办理物品出境手续:

The following outward passengers shall finish *the Baggage Declaration Form* and choose the channel marked "GOODS TO DECLARE" Channel and declare all the articles as required:

 携带需复带进境的照相机、便携式收录音机、小型摄影机、手提式摄录机、手提式 文字处理机等旅行自用物品;

Passengers carrying camera, portable radio-recorder, mini movie-camera, portable video-recorder, portable character-processor, and any other trip necessities which will be taken back to China Customs territory after the trip.

未将应复带出境的物品原物带出或携带进境的暂时免税物品未办结海关手续者;
 Passengers failing to re-export the original of imported articles that should be taken

outward or to complete the Customs clearance for temporarily imported duty-free articles.

- 携带外币、金银及其制品未取得有关出境许可证明或超出本次进境申报数额者;
   Passengers carrying foreign currencies, gold, silver and ornaments thereof exceed the declared quota or without exporting licence or certificates.
- 4. 携带人民币现钞 20,000 元以上者;

Passengers carrying more than RMB 20,000 in cash.

5. 携带文物者;

Passengers carrying cultural relics.

6. 携带货物、货样者;

Passengers carrying goods of commercial value and samples.

- 携带出境物品超出海关规定的限值、限量或其他限制规定范围的;
   Passengers carrying articles exceed the limited value and quantity, or other limitations according to the Customs control.
- 携带中国检疫法规规定管制的动、植物及其产品以及其他须办理验放手续的物品者; Passengers carrying animals, plants, and products thereof which are under the control of China Quarantine Law, or other articles which are required to have inspection before passing through Customs.

(三)不明海关规定或不知如何选择通道的旅客,应选"申报"通道,向海关办理申报手续。 Passengers that do not understand the Customs regulations or do not know how to choose

the right channel shall choose the "GOODS TO DECLARE" Channel to go through the formalities for declaration.

(四)除以上所列旅客以外的其他旅客可不向海关办理申报手续,选择"无申报"通道通过 海关。

Passengers except the passengers listed above may choose the "NOTHING TO DECLARE" Channel togo through Customs without declaration formalities.

(五)持有中华人民共和国政府主管部门给予外交、礼遇签证的进出境非居民旅客和海关给予 免验礼遇的其他旅客,通关时应主动向海关出示本人护照(或其他有效进出境证件)和 身份证件,海关将给予相应礼遇。

Non-resident passengers holding the diplomatic or courteous visa granted from the competent department of the People's Republic of China and other passengers exempting from Customs examination shall present the passport(or other valid inward and outward

papers) and identification of their own to Customs for appropriate courteous reception.

(六)旅客携带物品、货物进出境未按规定选择通道向海关申报的,海关将依据《中华人民共和国海关法》的有关规定进行处理。

Customs shall exercise power over inward or outward passengers carrying articles or goods without choosing the right channel to declare to Customs accordingly in accordance with the relevant provisions of the Customs Law of the People's Republic of China.

#### 旅客进出境行李物品分类表及限量规定

#### Classification and Limitation of Importing or Exporting Articles

第一类物品	第二类物品	第三类物品
衣料、衣着鞋、帽、工艺	烟草制品酒精饮料	价值人民币 1,000 元以上,
美术品和价值人民币 1,000		5,000元以下(含 5,000元)
元以下(含1,000元)的		的生活用品
其他生活用品		

Ι	II	III
Cloth, clothes, shoes, cap,	Tobacco, Alcoholic beverages	Articles for daily use of the
the handicraft articles, and		value between RMB 1,000
other necessities under the		to RMB 5,000 (including
value of RMB1,000 (includ-		RMB 5,000)
ing RMB 1,000)		

—本表所称进境物品价值以海关审定的完税价格为准,出境物品价值以国内法定商业发票所 列价格为准。

The value of the above importing articles shall be determined by the approved Customs duty-paid value, while the value of the exporting articles shall be determined by the shown domestic commercial invoice.

一旅客可以携带分类表所列物品进出境,但受以下限制:

Passengers can carry the articles listed above into and out of China Customs territory subject to the following limitation:

1. 第一类物品以自用合理数量为限。

Articles within category I shall be limited to reasonable quantities for personal use.

 港澳地区居民及因私往来港澳地区的内地居民旅客每次进境可免税香烟 200 支,或 雪茄 50 支,或烟丝 250 克;免税 12 度以上酒精饮料 1 瓶(0.75 升以下),其他旅 客每次进境可免税香烟 400 支,或雪茄 100 支,或烟丝 500 克;免税 12 度以上酒 精饮料 2 瓶(1.5 升以下)。

Hong Kong or Macao residents and passengers traveling back and forth to the two places for personal reasons, may bring in, free of duty and internal revenue tax, 200 cigarettes, or 50cigars, or 250 gram of cut tobacco and a bottle of alcoholic beverages containing 12 percent alcohol upwards (under 0.75 liter); other passengers may bring in, free of duty and internal revenue tax, 400 cigarettes, or 100 cigars, or 500 gram of cut tobacco and 2 bottles of alcoholic beverages containing12 percent alcohol upwards (under 1.5 liter)

3. 携带第三类物品入境,一律予以征税后放行。

Entering passengers who have carried articles within category III have to pay duties.

对 15 天内多次来往港澳地区的旅客和经常出入境人员,海关只免税放行其旅途必须物品。

Regular passengers and passengers who travel from and to Hong Kong or Macao several times within 15 days, are only allowed to carry traveling necessities free of duty.

5. 旅客携带中药材、中成药出境,前往港澳地区的,总值限人民币一百五十元;前往 国外的总值限人民币三百元。

Passengers can only carry Chinese herbal medicine or semi-finished medicine within the total value of RMB150 to HongKong or Macao and within the total value of RMB 300 to foreign countries or regions.

——旅客携运属下列情形的物品,海关不予放行,予以退运或存入海关指定的仓库。物品所有 人应当在3个月内办理结案手续。

Articles belonging to the following categories shall be returned outward or shall be kept in the appointed warehouse by the Customs. The owner shall transact the relevant procedures within three months.

1. 不属自用的;

Articles not for personal use;

2. 超出合理数量范围的;

Articles exceeding the reasonable amount;

3. 超出海关规定的物品品种、规格、限量、限值的;

Articles exceeding the limitation of the permitted sort, standard, quantities or value;

4. 未办理海关手续的;

Articles without Customs clearance;

5. 未按章缴税的;

Articles without payment of required duties;

6. 根据规定不能放行的其他物品。

Other articles which are not allowed to be released according to the regulations.

#### 印刷品、音像制品(包括信息存储介质)进出境管理规定

#### Regulation on Importing and Exporting Printed, Audio and Video Products (including Information Storage Media)

——有下列内容之一的印刷品、音像制品禁止进境:

Articles containing the following contents are prohibited from importation:

 攻击中华人民共和国宪法的有关规定;污蔑国家现行政策;诽谤中国共产党和国家 领导人;煽动对中华人民共和国进行颠覆破坏、制造民族分裂;鼓吹"两个中国" 或"台湾独立"的;

Containing elements that attack the Constitution of the People's Republic of China; falsely accuse the existing policies of the country; slander the Chinese communist party and the leaders of the country; contain propaganda which tries to overturn the government and/or destroy the stabilization and friendship between all nationalities of our country; provoke"two China" or "Taiwan independence" theory;

2. 具体描写性行为或淫秽色情的;

Containing detailed obscenity or pornography;

3. 宣扬封建迷信或凶杀、暴力的;

Promoting feudalism, murder or other strong violence;

4. 其他对中华人民共和国政治、经济、文化、道德有害的。

Containing other elements which are detrimental to the political, economic, cultural and moral interests of the People's Republic of China.

——有下列内容之一的印刷品、音像制品禁止出境:

Articles containing the following contents are prohibited from exportation:

1. 禁止进境所列有的;

Listed as prohibited items from importation;

2. 涉及国家秘密的;

Involved with state secrets;

- 出版物上印有"内部发行"、"国内发行"字样的;
   Printed products containing description as "Published Interior" or "Domestic Publication";
- 国家颁发的《文物出口鉴定参考标准》规定禁止出境的古旧书籍,以及其他具文物 价值的。

Antique printed products which are of cultural value or listed *in Reference for Exporting Antiques* as items prohibited from exportation.

5. 国家有关主管部门明令禁止出境的其他印刷品、音像制品。

All other printed, audio and video products, which the government has announced as products prohibited from exportation.

一旅客携带禁止进出境的印刷品、音像制品,海关将予以没收。不如实向海关申报的,不接受海关查验,或逃避海关监管的,海关还将根据有关规定予以处罚。

Printed, audio and video products that are prohibited from importation or exportation shall be confiscated. Any intentional false declaration or escape from Customs inspection or supervision may lead to legal penalty by China Customs according to relevant regulations.

一旅客携带宗教印刷品和宗教音像制品进境以本人自用合理数量为限,超出自用合理数量范围的禁止进境。国家禁止个人携带和邮寄散发性宗教印刷品、音像制品。

Religious products in printed, audio and video form shall be brought into China Customs territory by passengers for personal use only.No individual is permitted to spread any printed, audio and video religious product by any means.

#### 携带货币进出境的管理规定

#### **Regulation on Inward or Outward Currencies Control**

——中国公民和外国人出入境,每人每次携带人民币限额为 20,000 元。

Chinese citizens and foreigners may carry RMB 20,000 in cash per person every time when leaving or entering China Customs territory.

一旅客携带外币现钞入境,超过等值 5,000 美元的应当向海关书面申报,当天多次往返及短期 内多次往返者除外。

Inward passengers carrying foreign currencies in excess of USD5,000 in cash are subject to written Customs declarations, except those going back and forth many times in that very day

or in the short term.

一旅客携带外币现钞出境,凡不超过其最近一次入境时申报外币现钞数额的,不需申领《携带外汇出境许可证》(以下简称《携带证》),海关凭其最近一次入境时的外币现钞申报数额记录验,如没有或超出最近一次入境申报外币现钞数额记录的,按以下规定验放:

Outward passengers carrying foreign currencies in cash no more than the declared quantities of the last entry are not required to apply for the *Permit for carrying foreign currencies out of the territory* (herein after referred to as Permit), the currencies would be released on the declaration of the last entry. If the last inward declaration is not available, or the currencies are more than the last inward declaration, the Customs shall examine and release the currencies abiding by the following regulations:

- 旅客携出金额在等值 5,000 美元以内(含 5,000 美元)的,不需申领《携带证》, 海关予以放行。当天多次往返及短期内多次往返者除外。
   Passengers carrying foreign currencies less than equivalent USD5,000 (including USD 5,000) outward are not required to apply for the *Permit*, except those going back and forth many times in that very day or in the short term.
- 2. 旅客携出金额在等值 5,000 美元以上至 10,000 美元(含 10,000 美元)的,应当向银行申领《携带证》,海关凭加盖银行印章的《携带证》验放。对使用多张《携带证》的,若加盖银行印章的《携带证》累计总额超出等值 10,000 美元,海关不予放行。Passengers carrying foreign currencies more than equivalent USD5,000 and up to USD10,000 (including USD10,000) outward shall apply for the *Permit* issued by the certified bank. Currencies shall be released by the Customs upon the *Permit* issued with the seal of the certified bank.Currencies under several *Permits* issued by the certified bank, if the sum exceeds equivalent USD10,000 in total, shall not be released by the Customs.
- 旅客携出金额在等值 10,000 美元以上出境的,应当向存款或购汇银行所在地国家外 汇管理局各分支局申领《携带证》,海关凭加盖外汇局印章的《携带证》验放。
   Passengers carrying foreign currencies more than equivalent USD10,000 outward shall apply for the *Permit* in the competent sub-bureau of the State Administration of Exchange Control. Currencies shall be released by the Customs upon the *Permit* with the seal of the State Administration of Exchange Control.
- —15 天内多次往返旅客,携带外币现钞入境须向海关书面申报,出境时海关凭最近一次入 境时的申报外币现钞数额记录验放。没有或超过最近一次入境申报外币现钞数额记录的,

#### 按以下规定放行:

Passengers going back and forth many times within 15 days and carry foreign currencies in cash inward are subject to Customs written declaration, and the Customs shall release the currencies on the declaration of the last entry upon departure. If the last inward declaration is unavailable, or the currencies carried out exceeding the last inward declaration, the Customs shall abide by the following regulations:

 15天内首次出境时可携带不超过等值 5,000 美元 (含 5,000 美元)的外币现钞出境, 不需申领《携带证》,海关予以放行,携出金额在等值 5,000 美元以上的,海关不 予放行;

Passengers carrying foreign currencies in cash less than equivalent USD5,000 (including USD5,000) outward for the first time within 15 days are not required to apply for the *Permit*. Outward currencies in excess of equivalent USD5,000 shall not be released by the Customs.

 15 天内第二次及以上出境时,可携带不超过等值 1,000 美元(含 1,000 美元)的外 币现钞出境,不需申领《携带证》,海关予以放行,携出金额超过等值 1,000 美元的, 海关不予放行。

Passengers carrying foreign currencies less than equivalent USD1,000(including USD1,000) outward second time or above within 15 days are not required to apply for the *Permit*. Outward currencies in excess of equivalent USD1,000 shall not be released by the Customs.

一当天多次往返旅客,携带外币现钞入境须向海关书面申报,出境时海关凭最近一次入境时 的申报外币现钞数额记录验放。没有或超出最近一次入境申报外币现钞数额记录的,按以 下规定放行:

Passengers going back and forth many times within one day and carrying foreign currencies in cash inward are subject to Customs written declaration, and the Customs shall release the currencies on the declaration of the last entry upon departure. If the last inward declaration is unavailable, or the currencies carried out exceeding the last inward declaration, the Customs shall abide by the following regulations:

 当天内首次出境时可携带不超过等值 5,000 美元(含 5,000 美元)的外币现钞出境, 不需申领《携带证》,海关予以放行,携出金额在等值 5,000 美元以上,海关不予 放行;

Passengers carrying foreign currencies in cash less than equivalent USD5,000

(including USD5,000)outward for the first time on that day are not required to apply for the *Permit*. Outward currencies in excess of equivalent USD5,000 shall not be released by the Customs.

 当天内第二次及以上出境时,可携带不超过等值 500 美元(含 500 美元)的外币现 钞出境,不需申领《携带证》,海关予以放行,携出金额超过等值 500 美元的,海 关不予放行。

Passengers carrying foreign currencies in cash less than equivalent USD500 (including USD500) outward second time or above on that day are not required to apply for the *Permit.* Outward currencies in excess of equivalent USD 500 shall not be released by the Customs.

---旅客携带超出限额的货币不如实向海关申报,海关将依照有关规定进行处理。

Passengers carrying currencies in cash in excess of regulated quantities without declaring to the Customs truthfully and completely shall be punished by China Customs in accordance with the relevant laws and regulations.

#### 货样、广告品进出境管理规定

#### Regulation on Importing and Exporting Samples and Advertising Materials

携带进出口的货样和广告品,不论是价购还是免费提供的,均应向海关申报。并由有权经营进 出口业务的公司按规定办理进出口货物报关手续。

Importing and exporting samples and advertising materials, regardless of free or selling ones, must be declared to the Customs, and cargo declaration procedures shall be transacted by qualified import and export agents as required.

#### 中华人民共和国禁止进出境物品表

#### Articles Prohibited from Importation and Exportation

一、禁止进境物品

#### Articles Prohibited from Importation

(一)各种武器、仿真武器、弹药及爆炸物品;

Arms, imitation arms, ammunition and explosives of all kinds;

(二)伪造的货币及伪造的有价证券;

#### Counterfeit currencies and counterfeit negotiable securities;

(三)对中国政治、经济、文化、道德有害的印刷品、胶卷、照片、唱片、影片、录音带、录

#### 像带、激光视盘、计算机存储介质及其他物品;

Printed matter, films, photographs, gramophone records, cinematographic films, tapes (audio and video), compact discs (audio and video), storage media for computers and other articles which are detrimental to the political, economic, cultural and moral interests of China.

(四)各种烈性毒药;

Deadly poison of all kinds.

- (五)鸦片、吗啡、海洛因、大麻以及其他能使人成瘾的麻醉品、精神药物;
   Opium, morphine, heroin, marihuana and other addictive drugs and psychotropicsubstance.
- (六)带有危险性病菌、害虫及其他有害生物的动物、植物及其产品;

Animals, plants and products thereof infected with or carrying pathogenic germina, pests and other harmful organisms.

- (七)有碍人畜健康的、来自疫区的以及其他能传播疾病的食品、药品或其他物品。 Food stuff, medicines and other articles coming from epidemic stricken areas and harmful to manand livestock or those capable of spreading diseases.
- 二、禁止出境物品

#### Articles Prohibited from Exportation

(一)列入禁止进境范围的所有物品;

All the articles within the extension of the prohibited importation.

(二)内容涉及国家秘密的手稿、印刷品、胶卷、照片、唱片、影片、录音带、录像带、激光 视盘、计算机存储介质及其他物品;

Manuscripts, printed matter, films, photographs, gramophone records, cinematographic films, tapes (audio and video), compact discs (audio and video), storage media for computers and other articles which involve state secrets.

(三)珍贵文物及其他禁止出境的文物;

Valuable cultural relics and other relics prohibited from exportation.

(四)濒危的和珍贵的动物、植物(均含标本)及其种子和繁殖材料。

Endangered and rare animals and plants (including their specimens), their seeds and reproducing materials.

#### 中华人民共和国限制进出境物品表

#### Articles Restricted from Importation and Exportation

一、限制进境物品

Articles Restricted from Importation

(一)无线电收发信机、通信保密机;

Radio transmitter and communication security machines.

(二)烟、酒;

Tobacco & alcoholic drinks.

(三)濒危的和珍贵的动物、植物(均含标本)及其种子和繁殖材料;

Endangered, rare animals and plants, respective specimens, seeds and reproducing materials.

(四)国家货币;

State currencies.

(五)海关限制进境的其他物品。

Other articles restricted from importation by Customs.

二、限制出境物品

Articles Restricted From Exportation

(一)金银等贵重金属及其制品;

Gold, silver, valuable metals and ornaments thereof.

(二)国家货币;

State currencies.

(三)外币及其有价证券;

Foreign currencies and securities.

(四)无线电收发信机、通信保密机;

Radio transmitter and communication security machine.

(五)贵重中药材;

Valuable Chinese herbs and Chinese traditional medicine.

(六)一般文物;

Ordinary cultural relics.

(七)海关限制出境的其他物品。

Other articles restricted from exportation by Customs.

# Appendix 6

#### **BAGGAGE DECLARATION FORM**

海关申报表

Name					
Nationality	Passpor	rt No			
From/To					
Number of Accom	panying Children under 10	6			
Hand Baggage	pcs.	Checked Ba	aggage		pcs.
Item		Entry		Exit	
		Descript	ion & Amount	Descripti	on & Amount
Chinese & Foreig	n Currencies				
Gold &Silver Orna	aments				
Trip Necessities		Brand	Piece	Brand	Piece
Camera					
Tape recorder					
Video & Movie Ca	imera				
Other Articles due	e to Customs Procedures				
Good and Sample	es	Yes 🗌 / No 🗌		Yes 🗌 / No 🗌	
Recorded Video T	ape	Yes 🗌 /	No 🗌	Yes 🗌 / N	10 🗌
Printed Matter		Yes 🗌 /	No 🗌	Yes 🗌 / N	10 🗌
Antiques		Yes 🗌 /	No 🗌	Yes 🗌 / N	10 🗌
Durable Consume	er Goods				
Description	Brand	Piece		Customs	Remarks
IN ADDITION	PIE	CES OF UN	ACCOMPANIE	D BAGGAG	GE ARE TO BE
IMPORTED THRO	UGH	WITH	IIN 3 MONTHS		
SIGNATURE:	DA	ATE:			

CUSTOMS REMARKS:

#### 导游基本安全常识与急救措施

导游员的工作之一是负责照顾好游客。在工作过程中,导游员有时会面临需要立即采取行动的 情况。这就要求导游员必须了解基本旅游安全常识以及相关的基本处理步骤。

#### 安全旅行总则

- 在旅行开始之前,导游员应鼓励游客提出他们关心的有关旅游日程安排、旅游节奏、旅游活动、饮食等方面的问题。
- 尽量避免去步行困难的地方。如果一定要去的话,应特别小心。比如,潮湿的地面、鹅卵石 人行道、天然地区等崎岖不平地带、有台阶或陡峭地带都属于需特别谨慎对待的地方。
- 注意温度异常的天气。例如,在特别热或特别潮湿的天气,应当准备足够的饮料并经常安排 休息。如果在汽车上,导游员应当定期走动,监测温度,因为车厢前部、中部和后部的温度 可能不一样。
- 要特别注意那些事先已知道其身体状况的游客,比如心脏病人或糖尿病人。
- 应事先了解旅游地医院的具体位置。

#### 处理具体的紧急事件

◇ 有人跌倒

一个人跌倒可能是由于多种原因。必须尽量确定跌倒的原因,因为不同的情况需要不同的治疗方法。然而,无论跌倒的原因是什么,基本准则如下:

- 尽量保持镇定。
- 打电话请求帮助。
- 除非当事人有危险(如在路中间)或怀疑其头部、颈部受伤,尽量不要移动当事人。如果头部或颈部受伤,在专业医护人员到达之前必须使当事人静止不动;找东西给当事人盖上;保护好当事人;请求别人帮助;让路人和车辆避开当事人。
- 如果必须移动当事人,必须抓住当事人的腋下将其拖拽到附近的安全地方。
- 如果当事人神智清醒, 应询问其感觉和症状。
- 如果当事人神志不清,应将其放平,抬起其下巴,使其头部向后倾斜。这样做能使当事 人气管畅通。
- 倾听并查看当事人是否有呼吸,检查其脉搏。
- 如果当事人没有了呼吸,应立即进行人工呼吸。注意:一个停止呼吸的人可能在六分钟 内死亡。

- ◇ 有人窒息
  - 如果当事人仍能剧烈咳嗽,那说明问题不大。因为咳嗽通常能把堵塞物咳出。
  - 如果咳嗽不能把堵塞物咳出,或者当事人不再咳嗽或停止了呼吸,立即打电话或让人打 电话请求帮助。
  - 干始进行海姆利克氏操作:站在当事人背后,双臂环绕他(她),在肚脐以上找到身体前部的中心点;双手握成拳头,双手往后拉形成快速向上的推力。重复此动作直到堵塞物吐出为止。海姆利克氏操作简单有效,也适用于儿童、婴儿和老年人。
- ◇ 糖尿病人发生紧急情况(昏迷或胰岛素休克) 糖尿病人最常见、也是最危险的紧急情况是胰岛素休克。病人的表现或像喝醉酒,或陷入 昏睡,甚至可能死亡。必须让糖尿病人吃一些含糖的东西(果汁、苏打或糖块),然后, 打电话请求帮助。
- ◇ 心脏病人发生紧急情况

心脏病人发生紧急情况往往很突然,而且很可能致命。但是有时只要经过简单急救,就有可能挽回患者的生命。心跳骤停复苏成功率最高可超过40%,主要得益于自救互救知识的 普及。发现游客心肌梗塞急性发作时,绝对不要搬动病人,尽量保持周围的环境安静,切 不可啼哭喊叫,以免刺激病人加重病情,与此同时,立即与急救中心取得联系。在等待救 护车期间,如果病人发生心力衰竭、憋喘、口吐大量粉红色泡沫痰或病人较肥胖,应扶病 人取半卧位或端坐位。若发现病人脉搏细弱、四肢冰冷,提示可能发生休克,应轻轻地将 病人平放,使其平卧,头部下面不要加高,以增加脑供血流量。可让病人含服硝酸甘油、 消心痛或苏合香丸等药物;解松病人领扣、裤带,注意保暖。若病人脉搏突然消失,应立 即做胸外心脏按压和人工呼吸,且不能中途停顿,须持续到送医院抢救之后。可建议尝试 让病人咳嗽。据研究显示,如果人在突发心脏病时能很好地控制咳嗽的时间和强度,人的 心脏就会像泵一样地起作用,把血液压送到大脑和全身其他器官,起到一定的缓解作用, 从而为病人争取宝贵的时间,有助于使病人保持清醒意识,甚至在一定程度上恢复有效的 心搏。应每隔1至2秒钟咳嗽1声,咳嗽5声后可以停一下。但高血压患者或者怀疑有脑 血管疾病者则不宜这样做。

#### 对其他游客的责任

尽管照顾病人是导游员的首要责任,但不能因此忘记其他游客。事情发生后,在采取措施保护 病人之后,如发现其他游客围在附近没有让开,应告诉他们让开。在把病人交到医务人员手里 后,导游员应马上对旅游团下面的行程安排做出决定。根据事情的严重程度,导游员可以让游 客选择是否回饭店。如果事情发生在旅游途中,旅游团通常应该继续旅行。在这种情况下,导 游员应当使游客相信他 / 她会密切关注病人的病情,并随时向他们通报。其他游客肯定会对发生的事情感到好奇。紧急事件常常会对整个旅游团产生不良的影响,导游员必须对此做出反应。 由某个组织成员组成的旅游团或在旅行中游客之间互相很熟悉的旅游团往往对发生的事情非常 关注。在这种情况下,导游员最好在旅游中穿插自由活动的时间。但是,如果旅游团由不同的 游客组成,在发生这种情况时,可能希望导游员继续陪他们旅游。

#### 记录发生的事件

处理完紧急医疗事件之后,导游员应当马上把自己所知道的事情经过、采取的医护措施、事情 发生的时间、照顾病人的医生或急诊医生的姓名、医院或出租车公司的名称和地址以及遇到的 问题记录下来并通知旅游经销商。即使公司对书面记录或记录的合法性没有具体规定或特别要 求,导游员也应当表示关心,并把采取的措施和与事件有关的细节记录下来。

准备的物品导游员的急救箱应当包括水、绷带、胶布、消毒酒精或杀菌液、剪刀、糖块(用于糖尿病人)和手电筒。

# Keys

### **Unit 1 Tourism & Tour Guides**

### China in Video

#### 1. How do people define tourism? What is your point of view?

- In my opinion, tourism is the practice of traveling for pleasure, a kind of cultural activity involving touring and sightseeing. To sightsee is the purpose of touring while to tour is a way of sightseeing. Tourism refers to activities most frequently associated with rest and relaxation, sport, and access to culture and nature. People take part in tourism activities for rest, relaxation, sport, knowledge or education, and other cultural experiences.
- 2) Tourism is the business of providing tours and services for tourists. It is related to transportation, hotels and restaurants, tourist attractions and resorts, travel services and other hospitality businesses. Tourism consists of three indispensable components such as tourism resources, tourism facilities and travel services. Tourism resources attract tourists, tourism facilities open the door for local establishments to accept business from tourists, and travel services provide services specifically for tourists.
- 3) Tourism, to individuals, refers to activities in which they take part to acquire pleasure, relaxation or to enhance knowledge and enrich life. Tourism, to society, is a business

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chiefly made up of three components, none of which can exist without the others. They are tourism resources, tourism facilities and travel services. Tourism resources indicate tourist attractions, and tourism facilities refer to fixtures and devices for tourism businesses, and travel services are services specifically designed for tourists.

#### 2. What makes tourism a cultural activity?

- I think tourism, as a vehicle for individual and collective fulfillment, contributes a lot to mutual understanding and respect between peoples and societies. Most people tour for pleasure and relaxation through going to different countries or places, touching diverse cultures and traditions, experiencing dissimilar ways of living, and acquiring distinct knowledge and information. Tourism is an important way for people to fulfill themselves and enrich their lives. Tourism helps people understand each other better and makes the world a more harmonious place to live in.
- 2) In my opinion, tourism is a cultural activity due to the fact that it employs the local cultural heritage of an area and contributes to its enhancement. Tourism resources are always expected to be of cultural characteristic and value. Tourism facilities exhibit and expand the cultural essence of tourist attractions. Travel services transfer the culture and ethics of a certain locale. Only when professionals engaged in the tourism industry understand that tourism is a cultural activity, can they do their work well and fulfill the tourists' expectations.

#### 3. What makes a tour guide the soul of modern tourism industry?

- 1) I think guides play one of the most important roles in the tourism industry. The guides provide represent their tourist agencies/services. It can be said that their work decides to a large degree whether or not tourists are pleased with their tour and somewhat affects their impression on the country/place they're visiting. Actually, most tourists get to know the country/place they visit mainly through their guides/interpreter's service and his/ her knowledge, speech, behaviour and personality. To the tourists, guides/interpreters are not only their articulate communicators of the beauty of the local culture, but also their friendly companions, responsible protectors, knowledgeable teachers and cultural liaisons.
- 2) In my opinion, guides are the real chief executors who carry out almost all the activities

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arranged by the tourist agencies/companies. They're the ones who get in touch with different businesses and people to arrange activities for the tourists. They're the ones who safely guide the tourists around the places they are to visit. They're the ones who introduce the tourists to the beauty of nature and the charm of the local culture in a language they both understand. They're the ones who manage to handle problems or resolve issues which may occur accidentally during the journey. They're the ones who affect tourists' perspectives of the specific country/place. Therefore, there is no doubt that they are the soul of the modern tourism industry.

3) In fact, guides are in the direct service of foreign visitors. Their quality of service plays one of the decisive roles in the development of the tourism industry. Their speech and behaviour directly influence a foreign visitor's mood while travelling. In a sense, the function of a tour guide is similar to that of a diplomat. His/Her duty is to try his/her utmost to make foreign visitors' trips around his/her country enjoyable and at the same time help them better understand its history, geography, cultural traditions and customs. Therefore, a tour guide's services are vital to the tourism industry.

#### 4. What qualities do you think a qualified tour guide must possess?

- 1) To be a qualified tour guide, I think one must possess qualities such as fitness, knowledge of the locale, responsibility and a good sense of humour. Good tour guides should be healthy, energetic and fond of travelling themselves. They should have a rich knowledge about diverse subjects and be able to fluently and articulately convey themselves in a language their clients can understand. They should have a strong sense of responsibility and be able to handle accidental problems independently. They must be pleasant and humorous, and be able to explain things patiently and kindly. They must be sociable and know how to communicate with tourists and other professionals nicely and in a timely manner. And above all, they must like being tour guides and love their own countries.
- 2) In my opinion, a qualified tour guide should love his/her work and have extensive knowledge of his/her own country, state and city/region. He/ She must be healthy and vigorous, and enjoy travelling and being with people. He/She must be good at an international language, such as English, or be able to speak the tourists'language fluently, and be able to explain things clearly. He/She must be highly responsible, and able to

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handle problems competently and efficiently. He/She should never lose his/her temper with his/her tourists no matter how much they complain, but rather he/she should go all out to help them patiently and with open arms. He/She must know his/her work well (the procedures, the methods, etc.) and never delay in communicating with tourists or other businesses or people involved. If anything unexpected happens, he/she is never at a loss and knows what to do. In general, it's hard to be a really good tour guide. To qualify for this job, in addition to the qualities mentioned, a guide should have a good sense of humor and know how to amuse his/her tourists pleasantly yet decently.

3) I think the guides should be the spirit of the mountains and rivers, envoy of friendship, disseminator of culture and civilization, and the publicity agent of the new ideas and morals of the nation. If a tour guide's service is satisfactory, foreign visitors will have a good impression of the country and the travel agency. Consequently, they would be more likely to plan a second trip to see other sights and they would urge others to come along to see the country with their own eyes. A travel agency would, of course, employ as many such competent and qualified interpreters as possible in order to make their business grow with each passing day.



- I. Complete the following dialogues in English with the information given.
  - 1. [A = Prof. Zhang B = Student 1 C = Student 2]
    - A: Tourism means different things to individuals and society. Now who can tell us to what it actually refers?
    - B: Well, I think, tourism stands for <u>the outdoor activities an individual pays to</u> participate in to acquire pleasure, relaxation or to enhance knowledge and enrich <u>life</u>. To society, it refers to businesses related to travel and tourism services.
    - C: Hmm, in my opinion, <u>tourism is the following three things</u>— <u>tourist resource</u>, <u>tourist facility and travel service</u>.
    - A: Yes, very good. Can you explain them in detail?
    - C: Let me try. Well, tourist resources refer to tourist attractions. They are the basic

things that make people tourists. Tourist facilities are conditions that open the door for local establishments to accept business from tourists. Furthermore, travel services demonstrate the ability and quality of tourist businesses.

- A: Excellent.
- 2.  $[A = Prof. Jin \quad B = Student 1 \quad C = Student 2]$ 
  - A: Now, who can tell us what qualities a tourist guide should possess to qualify for his/her job?
  - B: I think, to <u>be a qualified tour guide</u>, one must <u>be healthy</u>, fit and strong. And he/ she must be knowledgeable, responsible and humourous.
  - C: <u>I can't agree more</u>. In addition, a qualified guide interpreter <u>must be good at at</u> <u>least one international language</u>, such as English, or be able to speak the tourists' language fluently, and be able to explain things clearly.
  - B: Furthermore, he/she must be highly responsible, sensitive and quick. Well, I mean, he/she should be able to handle problems competently and efficiently. He/ She should never lose his/her temper with his/her tourists no matter how much they complain, but go all out to help them patiently and with open arms.

#### II. Make role-plays based on the following situations.

- 1. [A = Student 1 B = Student 2 C = Student 3]
  - A: Last Thursday, Prof. Zhou left us the question— Why do we say tourist guides play the key role in tourism industry? Have you thought about it, Alice?
  - B: Yes, I've been thinking about it these past few days. I know tour guides' work is very important in my mind, but I feel it hard to sum up.
  - A: Yes, it's hard to summarize. In my opinion, guides play one of the most important roles in the tourism industry. The services that the guides provide represent their tourist agencies/services, and even represent their countries.
  - C: Yes, I agree. I think the guides' work decides to a pretty large degree whether or not tourists are pleased with their tours and somewhat affects their impressions on the country/place they're visiting. Actually, most tourists get to know the country/place they visit mainly through the guides' service, their knowledge, speech, behaviour and personality. You see, the people tourists see and talk to

most on their tours are their tour guides.

- B: I would like to say that tour guides are the real chief executors who carry out almost all the activities arranged by the tourist agencies/companies. They are not only the tourists'articulate interpreters who explain the beauty of the local nature/culture, but also their friendly companions, responsible safety guides, knowledgeable teachers and cultural liaisons.
- A: Very good ideas. Oh, I'll jot down what you said just now.
- 2. [A = Professor Jin B = Student 1 C = Student 2]
  - A: As you all know, a good quality tour depends on good quality services supplied by good quality professionals. To be a good tour guide, one has to receive good training, in both moral values and professional skills.
  - B: I was told that a tour guide in China has to pass an examination to get a license. Is that true, Professor?
  - A: Yes, that's the Tour Guide Qualification Examination. Tour guides without a qualification license are illegal in China.
  - C: Tour Guide Qualification Examination? What's that? Could you please tell us something about that?
  - A: Well, the Tour Guide Qualification Examination is a comprehensive test held once a year nationwide. It consists of two parts, written and spoken, about the knowledge needed to be a tour guide.
  - B: What subjects will be tested?
  - A: There are three of them in written form. They are ABCs of China Tourism, Tourguide Professional Operations, and Policies & Regulations. These tests are in the Chinese language.
  - C: Is that all?
  - A: No. The candidates have to go through an oral test, too. This part of the exam is dealt with in the different languages required. It is actually an interview, during which candidates are asked to make a speech introducing one scenic spot selected by the computer. The speech can be made on the spot or in the classroom. During the speech the candidates are expected to answer some questions related to the area selected. After that, they are usually required to analyse one or two cases with

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the knowledge of Tour-guide Professional Operations, and answer a couple of questions associated with both the national and regional tourist attractions.

- C: Oh! That's a lot!
- B: I hear a foreign language tour guide has to do a written foreign language test as well.
- A: Yes, indeed. A language test is indispensable to a candidate for a profession that has something to do with international affairs. Also, tourist guides are subjected to an annual check every year no matter if they are professionals or amateurs. A professional tour guide has to pass different rates of the Tour Guide Qualification Examination accordingly to get promoted.
- B: Oh my goodness, they have to do exams all their lives!
- A: Yeah! It's not easy!

#### III. Put the following Chinese into English.

1. 饱尝河山美, 收尽天下奇。

To go and see most beautiful landscape on earth; to collect and tell all the fantastic stories in the world.

2. 人生至少要有一次说走就走的旅行。

One should take leave without delay at least once in his/her life time for a journey.

 旅游业是一项包罗万象的经济事业,更是实现文化传播的重要领域。旅游业的成败, 关系到一个国家的文化传播效果,影响着其在世界的整体形象。

Tourism is a comprehensive economic undertaking, and moreover an important area where ideas are transmitted across cultures. Failure or success of the tourism industry has an impact on a country's cultural communication effect and works on her image in the world.

导游的工作在很大程度上决定着旅游者是否对旅游满意,从而影响着其对所访问国家的印象。事实上,大多数旅游者是通过导游员的服务——他们的知识、讲解、行为及其人格来了解这一国家的。

Tour guides' work decides to a pretty large degree whether or not tourists are pleased with their tours and somewhat affects their impressions of the country they're visiting. Actually, most tourists get to know the country they visit mainly through the guides' services, their knowledge, speech, behavior and personality.

## **Unit 2 Receiving Guests**

### China in Video

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- 1. Why do you think transportation is vital to the development of the travel industry?
  - 1) I think that transportation is indispensable to tourism. A fast and convenient transportation system can guarantee a pleasant and enjoyable journey. Only when the travel industry is equipped with a modern network of various types of transportation can tourists be taken to their destinations and enjoy beautiful scenery and good service.
  - 2) I think that transportation is the basic support to the travel industry. Without safe, fast and convenient transportation one cannot even imagine that they could travel to their destinations, not to say that they could enjoy their journey.

## 2. It is said that the fast development of China's high speed railways is changing the world's rail history. Do you agree with this viewpoint? Why or why not?

- I totally agree. China has developed a very successful network of high speed railways. It's reported that high speed railways covered 15000 kilometers in total by the end of 2013, making China the world's largest country in this type of construction with the longest high-speed rail mileage in operation.
- 2) I think so. China's high speed railways have been developing very fast, covering a tremendous area, and linking all the cities with population of over 50 million in China . It's reported that a large network of high speed rail is being in construction to connect China with many European countries, which possibly will change the map of the world by 2020.

## 3. How do you think a tour guide should prepare himself /herself before taking on a group of tourists?

- He/She should dress professionally and decently, especially on the occasion of meeting or seeing off the tourists at the airport or railway station. He should be prepared to work in a friendly, gracious, and polite manner and be mentally prepared to face complaints from tourists.
- 2) He should be clean and tidy in dress. Male guides should not wear shorts, sleeveless shirts,

or sandals without socks. Female guides should not wear mini- skirts and should not wear excessive make-up. He /She should be prepared to work amicably, graciously, and politely.

## 4. Guides are usually worried that they might miss their tourists when they meet each other for the first time at the airport or railway station. What suggestions would you give them?

- 1) As a national guide, you'd better get as much information about the tour group as possible, such as the number of tourists, their nationalities, professions, ages, gender, religions and the purposes of their tour, etc. You should also study the itinerary carefully. If you do the local guiding yourself, at the first destination you should confirm the details of transportation, accommodation and luggage delivery before the group arrives. If you don't do the local guiding yourself, get in touch with the local tourist service agency that's to provide service to confirm with them the expected arrival time. Don't forget to get the information about the local guide. His/Her telephone number is what you need in particular. Call him/her to arrange the time and place you both will meet. Generally, national guides and local guides will meet at the customs checkpoint where tourists exit.
- 2) As a local guide, you'd better get as much information as possible about the tourists, such as their number, their nationalities, occupations, ages, gender, religions, the purposes of their tour, and their special requests, etc. You also have to study the local guide schedule carefully and make a plan for the reception. You need to contact the national guide or the escort of the tour group to confirm the exact arrival time and the exact spot they will arrive at. Sometimes, due to the weather or other circumstances, the tourists will change their itinerary. Get in touch with the coach driver who is to serve the tourists with you and coordinate the time and place you will meet so that you can travel with the coach to the arrival point of the tourists. Arrange for a luggage van if necessary. Inform the porter of the destination of the luggage. Don't forget to take a tour guide banner with you; you'll need it from the beginning to the end of the reception work. Of course, you have to carry your tour guide certificate and professional badge all the time when you're working.
- 3) You should be familiar with the reception program and get the basic information about the tour group. Confirm details of transportation, accommodation, and luggage delivery beforehand. Bring all the necessary items including documentation such as your tour

guide certificate, professional badge, the local travel schedule, and a tour guide banner. And you'd better stand at a highly visible location in the arrival lobby of the airport or at the railway station exit, in full view of arriving tourists, with an identifying cardboard sign or your tour guide banner.



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#### I. Complete the following dialogues in English with the information given.

- 1. [A = Guide B = Tour leader]
  - A: Excuse me, sir? But are you Mr. Green Brown from Britain?
  - B: Yes, I am. So you are ...?
  - A: I'm a guide from China Travel Service. My name is Li Qiang.
  - B: Nice to meet you, Mr. Li.
  - A: <u>Nice to meet you, too, Mr. Brown. Did you enjoy your trip?</u>
  - B: Oh, yes, very much. It was a pleasant journey. Thank you.
  - A: I'm glad to hear that. Well, is the whole group here?
  - B: Let me see. Yes, we're all here.
  - A: Does each person have his/her luggage?
  - B: Just a moment, let me check again. One, two, three... yes, we all have our luggage.
  - A: <u>Good. Now, let's go to the coach! It's waiting in the parking lot.</u>
  - B: OK. You take the lead and I'll bring up the rear.
  - A: <u>Yes, let's go!</u>
- 2.  $[A = Guide \quad B = Tour leader \quad C = Stranger]$ 
  - A: Excuse me, Madam, aren't you Ms. Mary Smith?
  - C: No, I am not. I'm afraid you've made a mistake.
  - A: Oh, I'm terribly sorry.
  - C: That's all right.
  - A: Excuse me, Madam, but are you Ms. Mary Smith from New Zealand?
  - B: Yes, I am.

- A: I'm your local guide, Lin Yang. I'm from Zhejiang Comfort Travel Service. How do you do, Ms. Smith.
- B: How do you do, Miss Lin. Thank you for meeting us.
- A: I'm glad to be of service, Ms. Smith. Welcome to Hangzhou. And could you tell me if everyone in your group is here?
- B: I'm sorry to say one man didn't come for business reasons. We now have 21 people including me.
- A: <u>That's all right. However, we will need to make some changes in room and</u> restaurant arrangements.
- B: Sorry to cause you trouble.
- A: No trouble. Now, may I have the baggage check, Ms. Smith?
- B: Of course. Here you are. There are 16 pieces altogether. Will we have our luggage once we reach the hotel?
- A: <u>I'll see to it that it goes to our hotel as soon as possible.</u>
- B: I'm glad to hear that. Shall we go now?
- A: Yes, of course. Please tell the group to follow this little green banner.
- B: Sure. You go ahead and we'll follow.

#### II. Make role-plays based on the following situations.

- 1. [A = Guide B = Mr. Hill C = Mrs. Hill]
  - A: Excuse me, sir. Are you Mr. Winston Hill from the USA?
  - B: Yes, I am Winston Hill from the States.
  - A: How do you do, Mr. Hill? I'm your local guide in Xi'an. I'm from the Shanxi OCTS and my name is Liu Ming.
  - B: How do you do, Mr. Liu? Thank you for meeting us. I'm afraid we have to wait a moment. My wife is waiting for our baggage at the baggage claim area.
  - A: No problem. Well, isn't it necessary that you go and give Mrs. Hill a hand?
  - B: Oh, yes, I do think so. Would you mind waiting here for a while?
  - A: Never mind. Go ahead, please.

#### 

B: Here we are, Mr. Liu! Thank you for waiting. Now, may I introduce my wife? Lynn? This is Mr. Liu, our local guide in Xi'an.



- A: Nice to meet you, Mrs. Hill. Welcome to Xi'an.
- C: Nice to meet you, too, Mr. Liu. Call me Lynn, and he's Winston.
- A: Thank you, and my English name is Tom.
- C: Tom? That's easy to remember!
- A: Now, are we ready to go, Winston and Lynn?
- B&C: Sure, Tom.
  - A: This way, please. Our car is waiting in the underground parking lot.
- 2.  $[A = Guide \quad B = Manager \quad C = Tour leader]$ 
  - A: Good evening, sir. Are you Mr. Bill Peterson from Great Britain?
  - C: Yes, I am.
  - A: I'm a guide from Zhejiang CITS. My name is Wang Yanping.
  - C: How do you do, Miss Wang?
  - A: How do you do? Mr. Peterson, our manager has come to meet you. Here, let me introduce you. This is Mr. Li Songyue, the manager of the Department of English of Zhejiang CITS. This is Mr. Bill Peterson from the British government delegation of Leeds.
  - B: How do you do, Mr. Peterson? Welcome to Hangzhou!
  - C: Nice to meet you, Mr. Li. It's very kind of you to come to meet us.
  - B: It's a pleasure. Did you enjoy your trip?
  - C: Oh, yes, very much. The train service was good.
  - B: We're happy to hear that. It's been very hot these days and we were worried about the air conditioning on the train.
  - C: Oh, it was working very nicely. Thank you.
  - A: Excuse me, Mr. Peterson? But could you tell me if the whole group is here?
  - C: We have ten altogether. Let me see. Yes, we are all here.
  - A: May I have your luggage check, please?
  - C: Oh, I'm sorry that I didn't inform you in advance. We didn't have our luggage checked. In fact, we left all our big cases in Shanghai.
  - A: That's all right. Let me inform our luggage van, now. Just a moment, please.
  - C: I'm sorry to cause trouble.
  - B: No trouble at all.

- A: There, it's settled. Well, shall we go to the coach now?
- C: Yes, of course. By the way, could we go and have a look at the West Lake before going to the hotel? The group was told that the view of the lake is best at night and they all can't wait to see it now.
- B: It's true. It's also cool to take a walk by the lakeside at this time of the day.
- A: Yes. I'll tell our driver to drive us to the lakeside first, then.
- C: Thank you so much, Mr. Li. Miss Wang, now will you take the lead and I'll bring up the rear?
- A: OK. Let's go!
- 3.  $[A = Guide \quad B = Tourist]$ 
  - A: Good evening, Madam.
  - B: Good evening.
  - A: Excuse me, Madam, but you'd better put your case in the trunk of the coach. Look, our driver is helping put in the luggage there.
  - B: Oh, no. I'd like to have my luggage with me.
  - A: It's so big and takes a lot of room. Besides, it's too heavy for you to take up and down the coach.
  - B: But I don't want the case to be separated from me.
  - A: It's not going to be separated from you, Madam. Actually, you're going to sit over it. Trust me, Madam, it's safer there. Now, pass me the case, please, Madam, let me help you put it in a nice place. There you are. Look, isn't it nice here?
  - B: Well, maybe. Thanks, dear.

#### III. Put the following Chinese into English.

- 与阳光旅行社同行,天涯若比邻!中国欢迎您!
   With Sunshine Travel, it's a small world! Welcome to China!
- 久闻大名,如雷贯耳;今日得见,三生有幸。
   I've been told your name for long, and I'm so blessed to be able to see you in person today.
- 导游要以自身的好性情来打动游客。他要有高度的责任心,一定的幽默感,还要体贴入微。



A guide must try to move tourists with a pleasant personality. He is expected to have a high sense of responsibility and be humorous and thoughtful.

人们在相互问候时都遵循一定的习俗。握手是全世界公认的礼节,人们第一次见面时,常互相握手致意。

People all over the world usually follow some special customs when greeting each other. Shaking hands is a universal way of greeting when people meet for the first time.

### Unit 3 En Route to the Hotel & Welcome Speech

## China in Video

- 1. How many Chinese travel agencies/services do you know of? Please name a few of them.
  - The top 5 travel services in China in the year 2013 were the Shanghai Spring International Travel Service, China Youth Travel Service (CYTS), China Travel Service (CTS), China International Travel Service (CITS), and China Comfort Travel (CCT).
  - 2) I have travelled with China Youth Travel Service (CYTS), China Travel Service (CTS), and China International Travel Service (CITS). Other travel agencies I know of are CITIC Travel, GZL International Travel Service, and CTRIP.

#### 2. What are the major functions of a travel agency/service?

- 1) The major functions of a travel agency are as follows, presenting travel information, preparing itineraries, organizing and receiving tourists.
- 2) A travel agency designs tour routes, works out tour plans, makes tour prices, buys insurance for tourists, advertises to attract clients and then provides its service to ensure a safe journey for clients.

#### 3. What are the main responsibilities of a local guide?

1) A local guide not only provides guiding services for tourists, but also arranges for local sightseeing activities, transportation, meals, accommodation, shopping and

entertainment, etc. What's more, he/she will be responsible for the security of his/her group and smooth cooperation with other members involved in the trip.

 A local guide is assigned by the local travel agency. He/She meets tourists and provides local guiding service. At the same time, he/she should provide assistance for the work of tour leader or national guide.

## 4. What do you think a local guide can do to cooperate successfully with the tour leader?

- 1) I think a local guide should first of all respect the tour leader, and discuss the arrangements for itinerary, accommodations, etc with the tour leader and it's recommended that he/ she adopt the tour leader's suggestions. He/She should support the tour leader's work and offer a helping hand if a conflict occurs in the group. If they have a disagreement, the local guide should try to persuade the tour leader with respect, patience and dignity, and avoid public conflict.
- 2) A tour leader is assigned by the travel agency organizing the tour group, who accompanies the group from its departure to its safe return, and ensures the contract obligations of the local travel agency. A local guide should discuss with the group leader the itinerary and get his/her approval as soon as the group arrives. He/She is not supposed to change the itinerary unilaterally.



#### I. Complete the following dialogues in English with the information given.

1. Good morning, ladies and gentlemen. Welcome to Xi'an, China.

On behalf of Overseas Chinese Travel Services, Xi'an Branch, please allow me to express our sincere welcome to you. My name is Ma Yin, and you can also call me Mary. This is our driver, Mr. Chen. He has more than 10 years of safe driving under his belt, so you can be assured that your time on the bus will be safe and comfortable. We will be using the same bus while you are in Xi'an, so I recommend that you write down the bus number A-FD 5050. We will do as much as we can to make your stay

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<u>in Xi'an</u> a pleasant and enjoyable one. If you have any problems or questions, <u>please</u> <u>don't hesitate to tell us.</u> I am sure your visit to this ancient city will be a happy and <u>memorable experience.</u>

- 2. [A = Local guide B = Tourist]
  - A: Hello, everyone. Can you tell me what time it is on your watch?
  - B: Seven forty.
  - A: Well, <u>my watch shows fourteen forty</u>, <u>Beijing time</u>. Yours is British Time. We will be using Beijing time during your trip in China for wake-up call, gathering, setting off, etc. So please set your watches to fourteen forty-one. Thank you for your <u>cooperation</u>.
  - B: OK, it's 14:41. Done.
  - A: Thank you. Do you feel hot now? Shall I turn on the air-conditioning?
  - B: Yes, please. That's very thoughtful of you.
  - A: My pleasure. I guess it must be much hotter than it is in Britain.
  - B: Yes, we have rather cool summers. What is the temperature today?
  - A: It's about 30 degrees centigrade. But today's forecast says we are going to have hotter weather in the next few days. Tomorrow the maximum will probably go up to 35 degrees centigrade.
  - B: That's fine with me. I like sunshine the best. What's this place we are passing through?
  - A: Now we are passing through the CBD of Guangzhou. The blue skyscraper is Zhongxin Plaza. It is the highest building in Guangzhou. To your right, is the Sun Yat-sen Memorial Hall. It is very easy to spot with its blue roof tiles.
  - B: How magnificent!
  - A: To the east of the hall is the location of Guangdong Provincial Government; to the south, is the office building for the Standing Committee of People's Congress of Guangdong Province.
  - B: Well, that looks like a lake?
  - A: Yes, you are right. That's the famous Yuexiu Park. It's the largest park in Guangzhou, with three artificial lakes, seven hills, and lush greenery.

Here is our destination, Shangri-la Hotel. <u>Please take all your belongings with you</u> and wait for a moment in the lobby. I will go through the check-in procedures for you.

B: Thank you.

#### II. Make role-plays based on the following situations.

1. Good afternoon, ladies and gentlemen.

Welcome to Shanghai.

Let me introduce my colleague first. Mr. Zhang is our driver. He has 20 years of driving under his belt, so you are in very safe hands. My name is Gao Lin, but you may just call me Gary. We are from CITS Shanghai Branch. On behalf of my company, I'd like to express a warm welcome to you all. During your stay in Shanghai, I will be your guide. Mr. Zhang and I will do everything possible to make your visit a wonderful experience. If you have any questions or requests, please be sure to tell us.

The flight from Paris to Shanghai has taken you from the Western Hemisphere to the Eastern Hemisphere. The time difference between the two cities is 8 hours. Please reset your watches to Beijing standard time, 14:20. Yes, 14:20.

You are going to stay at the Huating Hotel, a luxurious five-star hotel. Although the hotel is not exactly in the downtown area, it is well located with easy access to many tourist attractions. You will stay in our city for two days, so it's preferable to remember the number of our coach. It's 56789. Let me repeat: 56789. Thanks.

I hope you will enjoy your stay in Shanghai.

- 2.  $[A = Mr. Hill \quad B = Mrs. Hill \quad C = Local guide]$ 
  - C: Is this your first trip to Suzhou, Mr. and Mrs. Hill?
  - A: Yes, it is. Would you please tell us something about your city?
  - C: Certainly. Suzhou is a city of great beauty. It is world-famous for its gardens. There are about 150 gardens in Suzhou. Some of them are more than 1,000 years old. The gardens are not large, but they are exquisitely laid out and ingeniously combine the beauties of nature, architecture, and painting. A famous Chinese proverb says: "Just as there is a paradise in heaven there are Suzhou and Hangzhou on earth". It is also called "Venice of the East".



- B: Why is it called that?
- C: Because of its network of canals. Take the famous Humble Administrator's Garden for example. It's well known for ponds, houses, and gardens. Most pavilions and halls are built on the edge of the water and arranged at random. So the entire garden looks as if it's floating on water just like Venice.
- B: That's wonderful. Could you tell us what else to see in this city?
- C: With pleasure. Many foreign guests like to visit scenic spots like Tiger Hill, the Hanshan Temple, North Temple Pagoda, Lake Taihu, the Residence of Kong Zhong, and the West Garden.
- A: We have only one day to stay in Suzhou. Can you make a recommendation?
- C: Sure. I can advise you of the popular one-day sightseeing plan. You can visit the Humble Administrator's Garden and Lion Grove in the morning. Right after that, make a stop at the Hanshan Temple, then spend the rest of the afternoon at Tiger Hill.
- B: How long will the tour take?
- C: It will take about 8 hours. The bus starts at half past eight in the morning, and we will be back at half past four in the afternoon.
- B: That sounds fine. Thank you for your suggestions.
- C: My pleasure. I hope you'll enjoy your stay in Suzhou.
- 3. [A = Local guide BCD= Tourist 1, 2, 3]
  - A: (Counting the tourists) Is everybody on the bus?
  - B: Yes, I think so.
  - A: Shall we go now?
  - B: Yes, please.
  - A: Ladies and gentlemen, welcome to Hangzhou, China. I'll be your guide during your stay in my city. My name is Lin Yu, from CTS Zhejiang Branch. This is our driver, Mr. Li. We will be glad to be at your service.
  - C: How far is it from the airport?
  - A: It will take us about 50 minutes.
  - C: That's great. What is the area of Hangzhou and what's its population?
  - A: It covers an area of 16,596 square kilometers and has a population of 6.3 million.

It's a medium sized city in China, not too big and not too small.

- D: Yes. I've heard of Hangzhou many times as the paradise on earth, but what does "Hangzhou" actually mean?
- A: This name derives from its geological location. In ancient times, the present city of Hangzhou was a vast body of water connected with the present-day Pacific. If people wanted to come here, they could only take boats. "Hang" in Chinese means "voyage", and "Zhou" means "an area".
- D: That's very interesting.
- A: Here is the largest river in our province, Qiangtang River. It covers a distance of 610 kilometers and is known for its tidal bores.
- B: Right. I've heard of it before and I once saw it on TV. It was fascinating.
- C: What's that tall building over there?
- A: Oh, it's the Telecommunication Tower. It has 44 stories and is about 220 meters high.
- B: Wow, what a beautiful lake!
- A: This is the famous West Lake in Hangzhou. There are thirty-six West Lakes in China, but this one outshines all the others. Here is our hotel Sofitel. I'll ask the porter to take care of your luggage and help you to check in.

B&C&D: Thank you.

#### III. Put the following Chinese into English.

1. 有朋自远方来不亦乐乎!

What a great joy it is to have friends from afar/Isn't it a delight to have friends coming from far away!

2. 我们热忱欢迎海内外各界朋友来杭州观光、考察、指导!

We warmly welcome all friends from home and abroad to Hangzhou for sightseeing, investigation and instruction.

3. 财源广进!年年有余!

May treasures fill your home. May you always get more than you wish for.

 第一印象非常重要,而且还会很持久。所以导游员应该下点功夫考虑如何自我介绍, 如何致好欢迎辞。

First impressions are very important and can be everlasting, so a tour guide needs to



spend some time thinking of how to best introduce himself/herself and welcome his/ her guests.

### **Unit 4 Checking in at the Hotel**

### China in Video

#### 1. What do you know about the hotel star-rating system?

- The hotel star-rating system ranks hotels according to facilities, scale, service quality and management. The star-rated hotels in China are approved by the National Tourism Administration after assessment. Normally, they provide better facilities and service than non-rated ones. In China, accommodations can be rated as one, two, three, four or five stars.
- 2) According to the hotel star-rating system, most common hotels in China rank from onestar to five-star, with five-star being the highest rating. Generally speaking, a higher star stands for better quality. That is to say, this system ranks hotels according to quality.

#### 2. How many "Platinum 5-Star" hotels are there in China? And which are they?

There are three "Platinum 5-Star" hotels in China, and they are Beijing's China Grand Hotel, Shanghai's Portman Ritz-Carlton, and the Garden Hotel in Guangzhou.

#### 3. Please mention a few international high-end hotels in your city.

- 1) Some famous multinational hotel brands in my city are Hyatt, Shangri-la, Hilton, Marriott, Sheraton, Ritz-Carlton, Mandarin Oriental and Radisson.
- 2) There are quite a few high-end hotels in my city, like the InterContinental, Westin, Sheraton, Ritz-Carlton, Mandarin Oriental, etc.

#### 4. Why do you think some boutique hotels are more expensive than 5-star hotels?

1) Boutique hotels emphasize individuality. Successful ones always have three characteristics, namely, an independent spirit, personality traits and cultural heritage. And this kind of accommodation boasts both the rich flavor of local culture and a unique historical memory

of it. When staying in such accommodations, guests can have unparalleled enjoyment lacking in the star-rated hotels.

2) Boutique hotels are sometimes of smaller size than some 5-stars, so they are probably not as well-equipped. However, they usually feature an intimate and stylish appearance and provide perfect facilities. Some hotels attempt to be unique by either offering theme rooms or choosing an overall theme for the hotel. The target clients of boutique hotels are between the ages of 25 to 55, and most are within the middle to upper income level who are able to afford the higher rate.



#### I. Complete the following dialogues in English with the information given.

- 1.  $[A = Local guide \quad B = Tour leader \quad C = Receptionist]$ 
  - C: Good evening! Welcome to our hotel.
  - A: <u>Good evening! I'd like to have one suite, eight singles, and three twins, please.</u>
  - C: Have you made a reservation?
  - A: Yes. <u>We've booked them for our tour group from Germany</u>. I'm from China International Travel Service and the group code is SHCITS-A070828. We have 15 passengers.
  - C: I'm sorry, but I don't see your reservation here.
  - A: I'm sure we have made a reservation because I reconfirmed three days ago. Could you check again or contact the Sales Department?
  - C: All right. Let me check again. Ah, yes, here it is. We have one suite, eight singles and three twins for CITS.
  - B: <u>Is there any problem?</u>
  - A: No, everything is all right.
  - B: <u>Are the rooms ready?</u>
  - C: Yes, they are. May I have your passports, please?
  - B: Sure. Here you are.
  - C: Thank you. Would you please fill in these registration forms?



- B: The forms are finished. May we have the keys to our rooms?
- C: Here are the keys. Have a pleasant stay in our hotel.
- B: Thank you very much.
- 2. [A = Local guide B = Mr. Jackson C = Mrs. Jackson D = Receptionist]
  - A: Here we are, Mr. and Mrs. Jackson. Please be sure not to leave anything behind.
- B&C: Yes, thank you.
  - A: Let's go to the front desk. We've reserved a room for you.
  - D: Good afternoon. Welcome to our hotel.
  - A: <u>Good afternoon. I'm a guide from Wuhan OCTS. We have booked a twin-bed</u> room for Mr. and Mrs. Jackson.
  - D: Just a moment, please. Let me check. Yes, we do have a reservation for them. Will you please fill in this registration form, Mr. Jackson?
  - B: Sure. OK, is that all right?
  - D: Let me see. Ah, Mr. and Mrs. Jackson, your address, passport numbers, date and signature. Very good! Now may I see your passports, Mr. and Mrs. Jackson?
  - B: Here you are.
  - D: Thanks. Your room is 518, overlooking the lake. Here are your key cards.
  - C: Thanks!
  - D: Have a nice stay in our hotel.
  - B: Thank you. By the way, can we use our credit card here?
  - D: Yes. We accept American Express, Master Card, and Visa cards.
  - C: Very good. (*To the guide*) Is there a western style restaurant here? We are not quite used to Chinese food yet, you know.
  - A: Yes, there are three western restaurants on the second floor, as well as one Japanese restaurant and one Mexican restaurant on the third floor. In addition, there are another two Chinese restaurants on the third floor. So you'll have quite a lot of choices.
  - C: Great! We can vary our meals every day.
  - A: OK, now that you have finished checking in, would you like to go to your room for a short rest? I'll be right here again waiting for you at 19:30 and we will talk about tomorrow's activities.

- B: Thank you very much. You have been so considerate.
- A: So, see you later.
- B/C: Bye.

#### II. Make role-plays based on the following situations.

- 1.  $[A = Gu Juan \quad B = Tour leader \quad C = Receptionist \quad D = Tourist]$ 
  - A: Let's go to the reception desk together. Is there any change to the rooming? We have booked nine double rooms and two single rooms for 20 people.
  - B: You are right. We booked nine doubles and two singles.
  - C: Good evening. Can I help you?
  - A: Yes, my name is Gu Juan. I'm from OCTS Jilin Branch. Could you check for a reservation for the Inter Pacific tour group? We need nine double rooms and two single rooms for 20 people.
  - C: Let me check. Ah, yes, nine double rooms and two single rooms for CITS Jilin Branch. They are on the 10th and 11th floors.
  - A: Good.
  - C: Please show me your passports and fill in the registration forms.
  - B: Here are our passports.
  - C: Thank you.

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- B: The registration forms are all finished. May we have our keys to the rooms?
- C: Of course, here are the keys to your rooms. The porter will take you to your rooms, and your luggage will be sent up immediately.
- B: Many thanks!
- A: Hello, everybody, may I have your attention please? I guess you must be tired after your long trip. Please, first get settled in your rooms and have a rest. I'll meet you at the hotel restaurant on the ground floor at 7:30 p.m.
- D: Thank you. That's very considerate of you.
- A: See you later.
- 2. [A = Li Bo B = Receptionist C = Tour leader]
  - B: Good morning! Welcome to our hotel! May I help you?

- A: Good morning! I'm Li Bo from CITS Xi'an Branch. We are a tour group of 19 people. It is the American People-to-People Education Delegation. We reserved 10 double rooms last week.
- B: Just a minute, please. I'll check the reservation record. Yes, we have a record of your reservation here. It is for 10 double rooms with twin beds for five nights, starting today. You're scheduled to check out on May 18th. Is that right?
- A: Yes, that's right. Six rooms for males and the rest for females.
- B: Yes, I know. May I confirm your departure time?
- A: That's 10:20 a.m. on May 18th.
- B: Your rooms are 601, 602, 603 and 604 for females, and 605, 606, 607, 608, 609 and 610 for males. Would you please fill in the registration forms for the group?
- C: Leave that to me, please.
- A: Thank you. By the way, the rate of the rooms is 688 *yuan* per room per night, and you've promised a 10 percent discount, so that's 619 *yuan*. Is that right?
- B: Yes, that's right.
- C: Here are the completed registration forms. Are they OK?
- B: Thanks. Yes, they are right. May I see your passports, please?
- C: Certainly. Here you are.
- B: Thank you very much. Here are the keys to the rooms.
- C: Thanks. Can we make telephone calls from our rooms?
- B: You can make room-to-room calls and local calls from your rooms. When you make such a call, please just dial the room number or the local phone number.
- C: Then how about long-distance calls?
- B: We've got DDD system (Domestic Direct Dial system) and IDD system (International Direct Dial system) in our hotel. You can make pay calls and collect calls. If you make a pay call, you can place it right from your room. If you'd like to make a collect call, please dial 0 and ask the front desk for help.
- C: Thank you.
- B: You're welcome. Enjoy your stay here. Whenever you need any help please don't hesitate to call the front desk. The number is 9.
- C: OK, thank you. Good-bye.
- B: Good-bye.

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- 3.  $[A = Guest A \quad B = Guest B \quad C = Guest C \quad D = Tour guide]$ 
  - A: Excuse me, Mr. Chen, when's breakfast? I usually wake up late. Is breakfast served after 9 o'clock?
  - D: Yes, it is. Breakfast is served in the dining room from 7:00 a.m. until 9:30 a.m. The room staff can also bring breakfast to your room any time after 7 a.m., if you place an order for it by telephone.
  - A: Thank you. What about lunch and dinner?
  - D: Lunch is served from 12 a.m. to 2:30 p.m., and dinner from 6:30 p.m. to 9:00 p.m.; however, room service operates 24 hours a day. If you phone the reception desk, your message will be passed on to the room staff.
  - A: Very good. Thank you.
  - B: Can I make phone calls in my room?
  - D: Yes, please dial 0 before a local call.
  - C: How about long-distance calls?
  - D: They have a DDD system (Domestic Direct Dial system) and an IDD system (International Direct Dial system) in the hotel. You can make pay calls and collect calls. If you make a pay call, you can place it right from your room. If you'd like to make a collect call, please dial 0 and ask the front desk for help.
  - C: Thanks. My camera is out of power. Where can I buy some batteries?
  - D: The hotel shop is on the first floor, just opposite the front desk. However, you need to settle this today, because it opens at 9 a.m. and tomorrow morning we will be leaving at 8:30.
  - C: OK, thank you. Do they accept dollars? I have used up all my RMB.
  - D: Well, you can change money at the front desk. The reception staff will cash checks and exchange foreign currencies.
  - C: Thank you very much.
  - D: Any time.

#### III. Put the following Chinese into English.

1. 山外青山楼外楼, 西湖歌舞几时休?

Hills after the hill and pavilions beyond the pavilion, when shall the dancing and singing beside the West Lake cease?

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2. 酒店的宁静氛围让客人完全找到了宾至如归的感觉。

The tranquil atmosphere of the hotel allows guests to feel totally at home.

- 当团队到达饭店后,导游最好先请游客在大堂等候,自己去办理入住手续。
   When the group arrives at a hotel, it's usually best for the guide to instruct the group to wait in the lobby while he/she checks in the group.
- 饭店通常有洗衣服务,一般至少需要一天的时间。导游应该提醒客人不要把易缩水 的衣物拿去洗涤。

Hotel services usually include laundry, which takes at least one day. Tour guests should be advised not to send very shrinkable items.

## **Unit 5 Itinerary Planning**

### China in Video

- 1. Suppose your grandparents are celebrating their 40th anniversary at the end of this November. Can you choose a proper tour as a gift for them?
  - 1) I would choose a "5-day hot spring tour to Haikou" for my grandparents. Hainan Island is famous for its warm winters and fresh air, which are favorable for old people. I know they are going to stay in a hot spring hotel. If my grandparents are tired, they can just skip the sightseeing activities and enjoy the hot spring in the hotel.
  - 2) I would suggest a "10-day senior tour to Yunnan" for my grandparents, because first, Yunnan is a beautiful place they have dreamed of for many years. Second, the tour is specially designed for senior citizens, so the activities are not too challenging. This group consists of 20 members plus one doctor who will accompany the tourists for the whole journey. Third, they will take trains to and from Kunming, which is an ideal means of transportation for old people. My grandparents can take a rest on board and meanwhile enjoy the views across several provinces.

## 2. What is rural tourism? What are the benefits for developing rural tourism in China?

1) Rural tourism offers travelers an experience of participating in rural life. Rural tourism

allows the creation of another source of income for rural dwellers. The earned income from the locally produced handicrafts can contribute to the revival of lost folk art.

2) Rural tourism allows urban travelers to experience a rural lifestyle by strolling in the fields, participating in the harvest and visiting the village museum. Children will have great fun and learn something in addition to book knowledge. It can create many job opportunities for the local population and bring a stable source of income as well.

#### 3. What should a tour guide take into account when he/she makes up the itinerary?

- A tour itinerary is both a travel route and the plan of the journey. A complete itinerary
  offers the following information: the day-to-day events (the major events that will be
  happening), the name of destination, paragraphs giving the most concise information
  concerning what kind of place the destination is, the duration of the tour, the total price,
  the place and the class of accommodation, the means and the class of transportation and
  special events.
- 2) An itinerary consists of items such as the tour title, tour code, day-to-day events, cities, duration and a descriptive account of the tour. The tour title usually highlights the length and the location of the tour; day-to-day events give more specific information about the cities, the scenic spots, the hotels and means of transportation; the descriptive account should give an overall view of the travel route and destinations. A detailed itinerary should also include relevant information concerning the level of service, the tour grade, travel expenses, the number of tour members, etc.

## 4. When the travel agency has arranged the local travel schedule for the tour group, is it necessary for the local guide to discuss it with the tour leader?

- 1) Yes, it is. Before the arrival of a tour group, the guide should study in detail the reception program and draft a tentative itinerary. And this itinerary needs to be discussed with and approved by the tour leader upon the arrival of the group. As buyers of service, the tourists are entitled to know the content of service which they will be provided with, so it's advisable that the guide coordinate with the tour leader about the itinerary as soon as the group checks in.
- 2) Yes, the local guide should confirm the local tour arrangements with the tour leader or the national guide before the group starts the sightseeing. The local guide should not change the itinerary unilaterally, but may make reasonable adjustments to the sequence

of the travel events, based on the travel schedule or the daily route, in accordance with the circumstances. He/She should inform the whole tour group of the adjustments made.



- I. Complete the following dialogues in English with the information given.
  - 1. [A = Tour leader B = Local guide]
    - A: It seems everything is settled. Shall we have a discussion about the itinerary, Mr. Liu?
    - B: <u>Certainly. Here is a tentative plan I drafted. Please take a look at it and let me know your opinion.</u>
    - A: Well, it seems that the itinerary is not suitable for the older tourists.
    - B: <u>Should everything be slow and relaxing?</u>
    - A: Yes, they want to have a relaxing holiday.
    - B: Shall I put off the wake-up call until 8:30?
    - A: That would be nice.
    - B: If we get up late, we will probably not be able to visit some of the places in the plan.
    - A: That doesn't matter.
    - B: Then what are they interested in, and what shall we skip?
    - A: Don't worry about that. They have already given me a list of tourist attractions that they would like to see.
    - B: Good. May I have a look at it?
    - A: Can you put these activities into the new itinerary?
    - B: That's not a difficult job for me.
    - A: Wonderful! They will appreciate it if you can meet their requests.
    - B: It's my pleasure. <u>Here is my mobile number</u>. Don't hesitate to get in touch with me, if you run into problems.
    - A: Sure. Thank you.

- 2.  $[A = Local guide \quad B = Tour leader]$ 
  - A: Mr. Jones, <u>now that you've finished with your check-in</u>, <u>shall we have a brief</u> <u>discussion about what we are going to do tomorrow and the day after?</u>
  - B: Yes, of course. That's a good idea. When shall we start tomorrow morning?
  - A: I planned to leave at 9:00. Is that all right?
  - B: Yes, that will be fine. Will we have a busy day tomorrow?
  - A: Not really. <u>As a native of Nanjing, I suggest you visit the Zhongshan tourist area</u> for the first day of the trip. For the morning, we will visit Sun Yat-sen's Mausoleum and Ming Tombs.
  - B: That sounds very pleasant. I'm looking forward to it.
  - A: For the afternoon, we will tour Linggu Temple. <u>When it gets dark, we will have a</u> walk in the Confucius Temple and taste some famous Qinhuai snacks.
  - B: The Qinhuai snacks sound OK, but why visit two temples? We have seen quite a few temples since we arrived in China.
  - A: You are right. <u>However, I can promise you something unique in the Confucius</u> Temple. During the Ming Dynasty, the temple served as a school for children of the imperial court. It's quite different from other Buddhist temples. It's worth <u>visiting.</u>
  - B: OK. We will do that then. Thank you for telling me this. Then what's planned for the day after tomorrow?
  - A: <u>The next day can be spent by Xuanwu Lake</u>, passing by Taicheng, Jiuhua Hill and Jiming Hill. <u>After lunch</u>, you can go shopping in Xinjiekou Commercial Circle. It ranks third in China, only behind Wangfujing in Beijing and Nanjing Road in Shanghai. If you are interested in the history of China, the alternative is a visit to the former Office of the President.
  - B: This is a group of older people, most of who are interested in history. We know Nanjing was the political and cultural center before the establishment of the People's Republic of China. We would very much like to see the former Office. Besides, we have had enough shopping in Shanghai.
  - A: OK, we will give up shopping then.
  - B: Thank you very much for your consideration.

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#### II. Make role-plays based on the following situations.

- 1. [A = Tour guide B = Mr. Davis C = Mrs. Davis]
  - A: Good evening, Mr. and Mrs. Davis. Did you have a good rest?
  - B: Yes, thank you.
  - A: Shall we discuss your itinerary for Friday and Saturday now?
  - B: Yes, we are looking forward to it.
  - A: We'll gather at 7:30 tomorrow morning right here in the lobby. Then we'll head for Pudong New Area to get a feel of modern Shanghai. We will visit Jinmao Grand Tower and Shanghai Oriental Pearl Tower.
  - C: So we can see the whole metropolis on top of Jinmao Grand Tower, can't we? I hear it's the third tallest building in the world.
  - A: Yes, you are right. In the afternoon, we'll visit Fudan University, where you'll walk around the campus first and then have an informal meal with the students. Mind you, however, students may ask all sorts of questions, some may sound offensive.
  - B: Well, I wouldn't mind questions. It's a good chance to get to know Chinese young people. We really appreciate such a chance. I used to teach in a college in Ohio for eight years and I enjoy talking with young people.
  - A: You may ask them all sorts of questions. On Saturday morning, we will visit the Yuyuan Gardens. There happens to be a national exhibition of folk handicrafts. So you'll probably be able to find and buy the best traditional Chinese folk handicrafts there.
  - C: That's what I really want. I'm crazy for those little toys. We'd better bring more cash with us then, dear.
  - A: I'm sure you will like the exhibition. After lunch I'll send you to a local family. You'll stay with the family for the whole afternoon and evening chatting, participating in preparing food, and enjoying an ordinary Chinese weekend dinner.
  - B: Wonderful! I wish we could meet the host family right now.
- 2. [A = Local guide B = Mr. Brown]
  - B: Miss Li, shall we start discussing the itinerary?
  - A: Yes, if you are ready. I've worked out a tentative itinerary here. Please go over it

and let me have your opinion.

- B: You are efficient. Let me see... Don't you think it would be better if we visit a tea plantation instead of this tea museum?
- A: The museum exemplifies the long history of tea cultivation and exhibits various kinds of tea.
- B: But many of my guests are very keen on the tea trees and how local farmers work on them. They would like to see the process of how fresh leaves turn into tea products with their own eyes.
- A: I see, but I am not sure if the weather will permit it that day. You know, spring is the rainy season in Hangzhou, and it's quite cold to stay in a rainy field.
- B: The rain really won't matter much. We can take raincoats and we all brought heavy overcoats with us for this trip. We really want to experience how tea farmers work, especially on rainy days.
- A: Well, we will visit a plantation then if you insist. Please remember to put on your warm clothes.
- B: Thanks. That's kind of you.
- A: Is there anything else you especially want to see?
- B: Well, I'm happy with the rest of the plan. I can see you have put a lot of time into it. Thanks for spending so much time on it.
- 3.  $[A = Local guide \quad B = Tour leader]$ 
  - B: Hello, Mr. Zhu, how is the itinerary you've prepared for our group? Did you receive the fax that we sent to your company?
  - A: Yes, I did. Here is a copy of the itinerary I've prepared for your group. Please read it to see if there is a need of any change.
  - B: I'm sure you know much better than those of us in the U.S.. You are the boss now.We will listen to you.
  - A: Thank you for trusting me. According to my plan, on the first day we will visit the largest square in the world, Tian'anmen Square, at eight in the morning. Then I'll show you to the Palace Museum, right to the north of the square. Before lunch, we will have a tour to the Summer Palace where our lunch is reserved.
  - B: That sounds nice.



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- A: The morning is a bit tight, but the afternoon will be relaxing. We will go to see the pandas in the zoo before visiting a souvenir shop.
- B: Yes. We would like to buy some souvenirs very much.
- A: The second day will be long. We will go out of the city to the Ming Tombs and the Great Wall.
- B: That will be tough. Do I have to climb the Great Wall?
- A: It's all up to you. We'll see when we get there.
- B: What will we do on the third day?
- A: We'll take you to a big famous temple, the Temple of Heaven. After lunch, we'll have to leave for the airport.
- B: Everything sounds great. Thank you very much.
- A: You're welcome. See you tomorrow at 8:00 then.

#### III. Put the following Chinese into English.

1. 千里之行,始于足下。

A journey of a thousand miles begins with a single step/He who would climb the ladder must begin at the bottom.

2. 通过旅游我们能够长见识,结新友,尝美食。

We can widen our horizon, make new friends and taste the specialties through travelling.

在旅游团抵达之前,地陪应该仔细研究接团计划,并了解客人的情况以便制定出初步的行程安排。

Before the arrival of a tour group, the local guide should study the reception program in detail and get enough information on the tour members so as to draft a tentative itinerary.

4. 导游应该本着"游客至上"的原则,切忌将自己的主观意见强加给别人。

A tour guide should abide by the accepted practice of "regarding tourists as supreme". It would be unwise and unacceptable for a tour guide to impose his/her personal interests upon his/her guests.

### **Unit 6 Sightseeing I**

## China in Video

#### 1. How many world heritage sites are there in China? Please name some.

- 1) China has a rich non-material cultural heritage, with several sights inscribed on UNESCO's list of World Heritage of Humanity. We know from the video that there are 47 world heritage sites to date, of which 33 are cultural heritage sites, ten are natural heritage sites, and four are cultural and natural sites, ranking second in the world. By the year 2018, there are 36 cultural heritage sites, 13 natural heritage sites, and 4 cultural and natural sites.
- 2) For example, The Humble Administrator's Garden, a renowned Chinese garden in Suzhou, is the largest garden in Suzhou and is considered to be the finest garden in all of southern China. Zhuozheng Yuan, along with other classical gardens of Suzhou has been proclaimed a UNESCO World Heritage Site. The Old Town of Lijiang and The West Lake Scenic Area of Hangzhou have also been added to the lists of UNESCO World Cultural Heritage.

## 2. What are the standards of tourist attraction rating system of China and how many units have been approved to be national 5A tourist attractions?

- There are five Tourist Attraction Rating Categories of China, 1A (the lowest level), 2A, 3A, 4A and 5A (the highest level). They are administered by the China National Tourism Administration (CNTA).
- 2) The categories are awarded based on amongst other things the importance of the site, transportation, tours as well as issues related to safety, cleanliness and sanitation. By 2017, 238 units have been approved to be national 5A tourist attractions. The Humble Administrator's Garden in Suzhou, and The West Lake Scenic Area of Hangzhou are both on the list of national 5A tourist attractions.

## 3. What should a local guide introduce to a tour group on the way to a tourist attraction?

1) The guide should introduce the day's schedule and remind the group of any rules or

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regulations for the day's visit. He/She should be ready to answer any questions that visitors may ask. The answers should be concise and informative. Since the bus moves quickly, the tour guide should not introduce and explain what the guests cannot see. Meanwhile, he/she should give a brief account of the destination they are going to arrive at and inform the group of what they will be able to see at the next scenic spot so that the guests may be mentally and physically prepared for the coming trip. He/She should describe the details of the tour, including the distance and time involved. Guides should also mention whether and approximately when breaks are scheduled, so that people can prepare for the rest rooms, shopping, photography, browsing, or resting.

2) If the tourists have to spend an hour or so on the bus, guides can plan some on-bus games for the tourists to pass the time on the long journey. Some guides may sing local tunes for the passengers and some even teach passengers to sing typical and beautiful folk songs of the locality. Others may tell stories and may invite tour members to participate. However, it is important for guides to set aside time for the passengers to rest and relax and talk among themselves.

## 4. Before getting off the coach, what should a local guide tell the tourists upon arriving at a scenic spot?

- Upon arriving at the scenic spot, first of all, the guide should remind the tourists of the coach number, parking lot, and time for leaving. He/She should give clear instructions as to the route of the sightseeing, the distance, the duration in each spot, the exact time and place to re-group, and when and how to return to the coach. Give information on related rules or whatever tourists should pay attention to during the visit, especially in terms of security.
- 2) Before getting off the coach, the most important thing the guide should tell the tourists is when and where they will board the bus again. He/She may suggest that the tourists stay together during their visit to an attraction. This is particularly critical if they are going to tour large parks, are on a climbing tour, or are going into large buildings. In order to prevent the tourists from getting lost, the guide should stay with them all the time and keep checking the number of guests. Special care should be given to the old, the weak, and the handicapped.



#### I. Complete the following dialogues in English with the information given.

- 1.  $[A = Local guide \quad B = Tour leader \quad C = Tour member]$ 
  - A: Good morning, ladies and gentlemen. Did you have a good rest last night?
  - C: Good morning, Miss Xie. We had a good rest. Thank you.
  - A: Good, glad to hear that. Now I believe you're all ready for the tour today. <u>We're</u> going to tour the West Lake on a boat cruise this morning.
  - C: That's great!
  - A: Well, ladies and gentlemen, welcome aboard. We are going to tour the West Lake today. <u>I'm sure we have enough time to look around and I'm very glad to be at your service.</u>
  - B: Thank you.
  - A: My pleasure. <u>As I introduced to you last night, Hangzhou is known for its natural</u> <u>scenery.</u> The famous Italian Traveler Marco Polo once visited Hangzhou, in the 13th century and he described it as the finest and most splendid city in the world. <u>Here in China we have an old saying: Just as there is a paradise in heaven there</u> <u>are Suzhou and Hangzhou on earth.</u> Consequently, Hangzhou has been regarded as paradise on Earth.
  - C: Wow, that's fantastic! We are now in paradise!
  - A: Yes, you are. <u>And the beauty of Hangzhou is associated with the West Lake, and it</u> is named because the lake lies to the west of the city.
  - C: I have been looking forward to seeing the city. I know there are many spots and historical sites, such as the ten views of Hangzhou. Can you tell us what they are? Are we going to see all of them today?
  - A: <u>No, not all of them, but we will get the chance to see most of the highlights.</u> The boundary line of the West Lake is dotted with The Top Ten Views. Five of them are named after the four seasons.
  - C: Yes?
  - A: In spring you can walk in "Spring Dawn at the Su Causeway", and during the hot summer days, you can enjoy the "Lotus in the Breeze at Qu Yuan Garden. On an

autumn moon-lit night, you should go to "Autumn Moon over the Calm Lake" and "Three Pools Mirroring the Moon" to see the moon with its reflection in the water; in winter when the snow comes, you can take the best photos of the "Melting Snow over the Broken Bridge".

- C: Wonderful, how about the other five?
- A: The other five views are: Viewing Fish in Huagang Park, Orioles Singing in the Willows, Leifeng Pagoda at Sunset, Evening Bell at Nanping Hill, and Twin Peaks Piercing the Sky. Look, here's the lake!
- C: My god, it's such a lovely lake! The lake is a picture in itself.
- A: Beautiful, isn't it? The West Lake experienced the largest scale dredge and the lake area increased from 5.6 square kilometers to 6.3 square kilometers. It has an average depth of 1.8 meters and the deepest place is about 2.8 meters.
- C: No wonder it looks so huge.
- A: <u>Now we are approaching the boat pier</u>, and we are going to have a boat cruise on the West Lake. <u>The cruise will take about one hour and twenty minutes</u>. <u>Please pick up your camera and your handbag</u>.
- C: Miss Xie, shall we return to this coach again?
- A: Yes, you are right. <u>After the cruise, we will be back on the same coach again. You may leave your belongings on the coach and just carry your camera and valuables.</u> Let's get off the bus and get on the boat. Here we go.
- B: Sure. Let's go!
- A: <u>Please follow me and watch your step.</u>
- 2. [A = Guide B = Tourist]
  - A: Look at the zigzag<sup>①</sup> bridge. It is called "Nine-Turn Bridge".
  - B: But I don't think there are only nine turns.
  - A: You are right. There are more than nine turns. In fact, it has thirty turns. In Chinese <u>"nine" is the number indicating "many".</u>
  - B: I see.
  - A: <u>The bridge twists this way for two purposes.</u>

① zigzag adj. Z 字形, 蜿蜒曲折

- B: Interesting. What are they?
- A: <u>One is to enable visitors to appreciate the scenery from different angles. The second</u> <u>purpose is to impress a visitor with different scene for each step.</u>
- B: What a clever idea! I feel it is more spacious. (The tourists walk around)
- A: <u>Now we are on the south of the islet. Have you noticed the three pagodas erecting</u> <u>in water?</u>
- B: Oh, yes. Is it the site of "Three Pools Mirroring the Moon"?
- A: <u>Right! This is one of the Top Ten Views on the West Lake.</u>
- B: Are they made of stone?
- A: Yes. <u>They were made in the 17th century.</u> These three stone pagodas got their name from the moon casting its reflection through the holes in the pagodas as three moons on the water.
- B: Really? How do the three pagodas mirror the moon?
- A: <u>On an evening with a full moon, especially on the evening of the mid-autumn</u> <u>festival, local people would light up candles in the pagodas reflecting the moon in</u> <u>water.</u>
- B: What a romantic night that would be!
- A: This islet is the most ideal place to appreciate the full moon. This is also the best place to enjoy the island scenery.

#### II. Make role-plays based on the following situations.

- 1. [A = Local guide B = Tourist]
  - A: Good morning, Mr. Shook.
  - B: Good morning, Mr. Wu. It's a fine day, isn't it?
  - A: Yes, it is. Did you sleep well last night?
  - B: Yes, I did. It was nice to stretch out on the bed after sitting in the plane for so many hours.
  - A: I'm glad you got some rest. Shall we take a city tour of Xi'an?
  - B: Ok. We'll put ourselves completely in your hands.
  - A: Thanks. Let's start off now. Our coach is waiting outside. All aboard, please!
  - A: Is everyone here on the bus? The driver is ready to start the coach.
  - B: Yes, everyone is on the coach, I'm sure. We can go now.



A: Ok, let's go!

- 2. [A = Local guide B = Tourist]
  - A: Ladies and gentlemen, good morning! Welcome aboard. My name is Lin Wei. We are going to tour the city of Kunming today. I'm very glad to be at your service.
  - B: Thank you.
  - A: My pleasure. As I've mentioned before, Kunming is known for its temperate<sup>①</sup> climate and flowers blooming all year round.
  - B: Yes, it's much warmer here than in Hangzhou. But why?
  - A: Located in the middle of Yunnan-Guizhou Plateau<sup>®</sup>, Kunming has an elevation<sup>®</sup> of 1,891 meters with mountains surrounding it at three sides and the Dianchi Lake<sup>®</sup> bordering on its south. So it is renowned as the City of Eternal Spring<sup>®</sup>.
  - B: How lucky I am to be in a city of eternal spring!
  - A: The temperate climate made it the choice for the 1999 International Horticultural Exposition <sup>®</sup> with housing displays <sup>®</sup> from all the provinces of China and 34 countries. Exhibitions of flowers can be found there.
  - B: Where is it?
  - A: It is in the east of Kunming, Expo Garden<sup>®</sup>, about half an hour's ride from your hotel. We are going to spend two hours there to see this world class garden. The garden is now divided into the China Hall, the International Hall, the "Man and Nature" Hall, the Science and Technology Hall, and the Greenhouse.
  - B: Wow, that's fantastic!
  - A: The garden attains a high reputation for its charming natural beauty, while

- ② Yunnan-Guizhou Plateau 云贵高原
- ③ elevation *n*. 海拔
- ④ Dianchi Lake 滇池
- ⑤ City of Eternal Spring 春城
- ⑥ International Horticultural Exposition 世界园艺博览会
- ⑦ display n. 展览品
- ⑧ Expo Garden 世博园

① temperate adj. (气候)温和的

incorporating<sup>(1)</sup> educational and recreational activities.

- B: I have been looking forward to seeing it.
- A: Kunming is endowed<sup>2</sup> with numerous places of historical interest and natural wonders. There are over twenty minorities<sup>3</sup>, including Yi, Bai, Hani, Zhuang, Dai, Miao, Lisu, Hui, Lahu, Va, Naxi, Yao, Tibetan, Jingpo, Blang, Achang, Nu, Primi, Jino, De'ang, Mongolian, and Derung, etc.
- B: My god, it's such a lovely city!
- A: Now we are approaching Expo Garden. Here we are. Please pick up your camera and your handbag.
- B: Mr. Lin, shall we return to this coach again?
- A: Yes, you are right. We will be back on the same coach again. You may leave your luggage on the coach and just carry your camera and valuables. Let's get off the bus. Please follow me and watch your step.
- B: Sure. Let's go!
- 3.  $[A = Local guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - A: We're approaching Badaling; the Great Wall will be in sight in five minutes.
  - B: Great! We've been waiting to see it for so long.
  - C: How long is the Great Wall, Miss Shen?
  - A: 6,700 kilometers. That's approximately 12,000 *li* in China. That's why we call it in Chinese "Wan Li Chang Cheng", which means the Great Wall has a length of ten thousand *li*. As one of the Eight Wonders in the World, the Great Wall of China has become the symbol of the Chinese nation and its culture.
  - B: That's marvelous! Was it built 2, 000 years ago?
  - A: Yes. The Great Wall of China began construction almost 2,500 years ago under the direction of Qin Shihuang.
  - C: Was he the First Emperor of China?
  - A: Yes. You know a lot about the history of China! In 221 BC Qin Shihuang unified

① incorporate vt. 合并

② endow v. 捐赠, 赋予

③ minority n. 少数民族



China and became the First Emperor of China. The Great Wall was completed over a period of more than 1,000 years. It involved countless millions of hands building the Wall stone by stone.

- B: That's what we're going to see?
- A: No, not really. The Great Wall we are going to visit, at Badaling, was rebuilt during the Ming Dynasty. You can get a good feel of what the Wall was all about. You'll be deeply impressed when you are on the Great Wall. You may feel the power of the Chinese emperors. To look out from one of the guard towers at the mountains and the Wall snaking off into the distance is a view not to be forgotten.
- C: Wonderful! Just go, I cannot wait!
- A: When you are at the Wall, don't forget to pick for yourself up a T-shirt with a famous Chinese saying: "You're not a Plucky Hero till you climb the Great Wall."  $^{\odot}$
- B: Cool! I'd like to get one for my little son.
- A: It's a good souvenir for him. Well, here we are now. We are going to tour the Great Wall for two hours. Please pick up your camera and your valuables. Let's get off the bus.
- C: Ok, let's go.
- A: Please mind your steps and remember the number of our coach. Please come back here before 4 o'clock.

### III. Put the following Chinese into English.

1. 杭州西湖有三怪: 断桥桥不断, 孤山山不孤, 长桥桥不长。

There are three oddities about the West Lake in Hangzhou: the Broken Bridge is not broken, the Long Bridge is not long, and the Solitary Hill is not solitary.

- 中国园林甲天下,苏州园林甲江南。
   The classical gardens of China are the finest under heaven; the classical gardens of Suzhou top those of Jiangnan.
- 出发前,地陪应至少提前10分钟到达集合地点等待。游客准点集合登车后,核实、 清点实到人数。去景点途中,导游应告知游客当日活动安排,提醒注意事项。
   Before departure, the local guide should arrive at the assembing place at least 10

① You're not a Plucky Hero till you climb the Great Wall. 不到长城非好汉。

minutes before and wait for the tourists. After all tourists board the coach on time, he/she should count and check the number of the tourists. On the way to the tourist attraction, he/she should give an overview of the day's schedule and inform the group of any rules or regulations for the day's visit.

 抵达景点时,下车前地陪要讲清并提醒旅游者记住旅游车的车号和停车地点、开车 的时间;进入景点后,在景点示意图前,地陪应讲明游览路线、所需时间、集合时 间和地点等。游览中的导游讲解内容应繁简适度。

When arriving at the scenic spot, the guide (he/she) should remind the tourists of the coach number, parking lot, and time for leaving. On entering the scenic spot, he/she should inform the group, in front of the tour map, of the tour route, time duration, meeting time and place. During the trip, the explanation of the local guide should be neither complicated nor simple.

### **Unit 7 Sightseeing II**



- 1. What is called "A Major Historical and Cultural Site Protected at the National Level designated by the State Administration of Cultural Heritage"? Please name some.
  - A Major Historical and Cultural Site Protected at the National Level is a monument listed as being significant historical, artistic or scientific value by the State Administration of Cultural Heritage, which is the cultural relics administrative department of the State Council of China.
  - 2) For example, Du Fu's Thatched Cottage is listed as a Major Historical and Cultural Site Protected at the National Level. And Lingyin Temple, also a Major Historical and Cultural Site Protected at the National Level, is one of the largest Buddhist temples in southeast China.

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- 2. China is a country with many religious beliefs. What are the Five Great Mountains, Four Sacred Mountains of Buddhism, and Four Sacred Mountains of Taoism?
  - 1) China is a country with many religious beliefs. The Sacred Mountains of China are divided into several groups. The Five Great Mountains refer to five of the most renowned mountains in Chinese history, and they were the subjects of imperial pilgrimage by emperors throughout ages: Mount Taishan, Mount Huashan, Mount Hengshan in Hunan Province, Mount Hengshan in Shanxi Province, and Mount Songshan.
  - 2) The group associated with Buddhism is referred to as the Four Sacred Mountains of Buddhism: Mount Jiuhuashan, Mount Putuoshan, and Mount Emeishan. And the group associated with Taoism is referred to as the Four Sacred Mountains of Taoism: Mount Wudangshan, Mount Longhushan, Mount Qingchengshan, and Mount Laoshan.

# 3. What should a local guide pay attention to when interpreting the tourist attraction to a tour group?

- 1) Prior to introducing the scenic spots, the guide should have a plan as to what to say first, what to say next, and what stories and interesting episodes to include. He should adjust the contents and his pace of speaking according to the response of the tourists. The commentary of the local guide should be neither complicated, nor simple. It is preferable for the guide to stop before a site that needs interpretation. If he serves a large group, he should wait for a while so that the tour group can gather around him, and then start to tell the stories. If an attraction includes one or more large buildings, it is advisable to spend some time outside the building explaining its background, design, and layout. A building's architecture can tell much about the local history. The guiding in the scenic spot should be vivid and interesting enough to attract the tourists' attention. He should attempt to give as accurate and interesting interpretations as possible. A knowledgeable guide can always impress and gain respect from tourists.
- 2) The interpretation should be vivid, expressive, filled with passion and presented with a sense of humor. The interpretations should include information such as historical background, special characteristics, the value, and layout, etc. Remember to give free time to tourists inside the attractions. Remind the tourists of the exact time they should return to the coach.

# 4. What should the local guide do to prevent tourists from getting lost during sightseeing?

- The guide should remind the tourists to take the hotel card with them if they leave the hotel on their own. Prior to the sightseeing, the guide should not forget to tell the tourists the coach number, the parking lot, and departure time. Keep counting the tourists whenever they move to another scenic spot, just to make sure that no one is missing. Keep close contact with the national guide and the tour escort. Being a local guide, he/ she ought to walk in front of the group with a flag or group sign in his/her hand. Let the national guide and tour escort walk at the back to make sure that no one gets lost.
- 2) Each time before departure or on the way during the program of the day, the guide should remind the tourists of the schedule in the morning and in the afternoon separately and make sure they have the hotel phone or other means of contact, such as his/her cell phone number, etc. When arriving at a scenic spot, the guide should ensure that all know the tour route, the exact time for staying at this scenic spot, the coach number, and the parking lot.



- I. Complete the following dialogues in English with the information given.
  - 1. [A = Local guide B = Tourist]
    - A: Good afternoon, ladies and gentlemen.
    - B: Good afternoon, Mr. Pan.
    - A: <u>Today we are going to visit the Lingvin Temple, the No. 1 Buddhist Monastery in</u> <u>Southeast China.</u>
    - B: Wow, the No. 1 in Southeast China! Great!
    - A: <u>As you all know, Buddhism originated in India and was said to be spreaded into</u> China during the Han Dynasty in 67 A.D.
    - B: By the way, Mr. Pan, is Taoism a Chinese religion, too?
    - A: Sure. <u>China is a country with many religious beliefs</u>. <u>Buddhism is one of the three</u> systems of thought in China.
    - B: What are the other two?



A: The other two are Confucianism and Taoism.

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- B: What a great temple it is!
- A: The present temple includes the front hall, the main hall, and the back hall. It is usually packed with tourists and pilgrims. Let's go up to the Great Hall of the Buddha.
- B: Why not?
- A: Facing us is the statue of Sakyamuni, founder of Buddhism.
- B: It looks great!
- A: It is 19.6 meters high and is made out of 24 pieces of camphor wood and gilded with 104 ounces of gold. It is the largest sitting statue of Buddha in China.
- B: Wow! What a valuable work of art!
- A: In front of us is the third hall in Lingyin Temple, the Hall of Medicine Buddha. Medicine Buddha is believed to bring people good health and longevity.
- B: Do people come here to pray for health?
- A: Yes, they do. <u>They come to pray for themselves</u>, their relatives, and their friends. <u>You see, the Medicine Buddha is holding a pagoda in his hands</u>. What is the use of a pagoda in Chinese belief? Do you still remember?
- B: Is the pagoda supposed to suppress evil spirits or something?
- A: Yes. Medicine Buddha is holding the pagoda to suppress all the evil spirits of disease. Now please have a look at the two figures beside him; they are his two assistants, Bodhisattva of Moonlight and Bodhisattva of Sunlight, respectively representing Yin and Yang in Chinese culture.
- B: What are Yin and Yang?
- A: The theory of Yin and Yang derives from Taoism. In Taoism, the world is full of opposites of Yin and Yang: anything beautiful and ugly, small and big, good and evil, young and old, male and female, alive and dead, etc. Yet they depend on each other; without ugliness, there is no beauty; without evil, there is no good. So when you are in good health you keep a good balance of Yin and Yang. Once you lose the balance, you fall ill.
- B: So Medicine Buddha with his two assistants helps people keep good health.
- A: That's true.

- B: Oh, I've seen some pictures of animals on both sides of the hall. This looks like a rat and that is a horse. What are the other animals? Why are they put in the hall?
- A: They are the 12 special guardians on both sides of the hall; each of them protects one of the 12 years in a round, and each of them is represented by a symbolic animal.
- B: What are they?
- A: In China there are twelve symbolic animals used to denote the year of a person's birth; these are called Chinese animal zodiac. <u>The twelve Chinese signs are: rat, ox, tiger, rabbit, dragon, snake, horse, sheep, monkey, rooster, dog, and pig.</u>
- B: Do you mean that if I was born in the year of sheep, I may turn to the Guardian of the Sheep Year to pray?
- A: Yes. Now you may go around and find your special guardian and pray.
- 2. [A = Local guide B = Tourist]
  - A: Fine day, isn't it?
  - B: Hmm, such a warm day to walk around.
  - A: Look at the bushes over there. They are tea trees.
  - B: Really? They are not tall.
  - A: Yes. These are the tea bushes from which the famous green tea in Hangzhou is made. It is called Dragon Well tea and is classified into different grades; the best is the first picking in April.
  - B: What a pity! It's autumn.
  - A: <u>Now follow me to the China Tea Museum. This museum integrates tea culture, tea</u> tasting, and tea art.
  - B: Great! Can we see all kinds of Chinese tea in the museum?
  - A: Yes, you can. You may see six kinds of tea in China for the different types of processing here.
  - B: Green tea, black tea, and ...?
  - A: Yes. <u>The six kinds of tea are green tea</u>, <u>black tea</u>, <u>white tea</u>, <u>oolong tea</u>, <u>jasmine tea</u>, and brick tea. Longjing Tea, in Hangzhou, boasts green color, strong fragrance, beautiful shape, and mellow taste.
  - B: I agree.



- A: Look, here we are at the gate.
- B: The buildings are not old.
- A: Mm... hmm, the museum occupies an area of 3,600 square meters. It consists of three sections: the exhibition section, the tea-tasting section, and the business section. Please wait for a moment. I've got to buy the tickets.
- B: All right.
- A: Let's go inside. This is the exhibition hall. You may learn the history of tea growing, tea culture, and the technology of Chinese tea making. As you all know, tea originated in China. However, when it was first discovered it was used as a kind of medicine.
- **B:** Medicine?
- A: <u>Tea helps digestion. Later, people drank it as a beverage.</u> The history of tea production in China is over 2,000 years.
- B: I see.
- A: Please go this way. These pictures show how tea is made. The leaves used to be dried in metal trays over a fire of twigs, but today the heat is provided by electricity. However, the best grades are still processed by hand. Fine green tea has a delicate fragrance and a pure green color.
- B: Interesting, isn't it?
- A: <u>After this section, you can move to the second section where you may get a chance</u> to have a taste of different kinds of tea.
- B: Marvelous! Let's walk around.

### II. Make role-plays based on the following situations.

- 1.  $[A = Local guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - A: Ladies and gentlemen, attention please! We are approaching Zhangjiajie National Park.
  - B: Wow, what beautiful scenery! May we get off the coach and take some pictures?
  - A: Sure. Now the coach has stopped. Please get off the coach one by one. Look ahead!

Do you see those narrow sandstone <sup>1</sup> pillars <sup>2</sup> and peaks?

- C: Yes, spectacular and grotesque! Those cliffs look like bamboo shoots.
- A: Surface erosion by water has resulted in a basin surrounded by cliffs. As mentioned on the bus, Zhangjiajie is famous for its natural scenery. It is rich in forest resources and home to 3,000 species of high-grade plants and 116 types of animals.
- C: What a nature reserve area!
- A: Located in Hunan province, Zhangjiajie lies at the center of the Wulingyuan Scenic Area with spectacular scenery. Stretching over more than 26,000 hectares<sup>(3)</sup>, Wulingyuan scenic area includes three parts: Zhangjiajie National Park, Suoxiyu Natural Reserve, and Tianzi Mountain Natural Reserve.
- B: It sounds so huge. Miss Ma, can you take photos for us? Just press the button.
- A: Ok. Say "Cheese"! Done!
- B: Thanks.
- A: You are welcome. Is everyone here? Let's go to the telpher station now. As scheduled, we'll go up the mountain by telpher.
- C: That's marvelous. I am looking forward to it.
- 2.  $[A = Local guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - A: What you see in front of you is Zhanqiao Pier<sup>(4)</sup>, the symbol of Qingdao.
  - B: Beautiful, isn't it?
  - A: As mentioned already, Qingdao is a major port<sup>(5)</sup> in China's eastern coastal<sup>(6)</sup> area, and it hosted the sailing events of the 2008 Olympic Games. It has been noted as a tourist resort with rich tourist attractions, including Zhanqiao Pier, Mt. Laoshan, European architecture, former residence of Chinese historical celebrities<sup>(7)</sup>, etc.

① sandstone n. 沙岩

② pillar n. 柱子

③ hectare n. 公顷

④ Zhanqiao Pier 栈桥

⑤ port n. 港口

⑥ coastal adj. 沿海的

⑦ celebrity n. 名人



- C: The pavilion and the long bridge blend well with the natural scenery of the sea.
- A: Zhanqiao Pier was originally completed in 1891 to be used as a dock. The twostory pavilion at the end of the dyke <sup>①</sup> is constructed in traditional Chinese style.
- C: Splendid! Look, the roof of the pavilion is an octagon  $^{2}$ .
- A: Mm... hmm, that's one of the features of ancient Chinese architecture. Buildings are basically laid out in such a pattern of complexity that it reflects the aesthetic pursuit of harmony and symmetry<sup>③</sup>.
- B: I do agree. Ancient Chinese architecture has a unique structural system, graceful forms, and rich artistic decorations. I like the magnificent Forbidden City in Beijing with the red walls, green tiles <sup>④</sup>, and its complex symmetrical pattern.
- A: That's true. The Forbidden City typifies<sup>(5)</sup> the imperial<sup>(6)</sup> architecture in China. Similarly, the gardens in Suzhou reveal the art of classical Chinese gardens.
- C: Yes. I was impressed by the gardens we visited last week in Suzhou.
- B: I'd love to take a look inside the pavilion.
- A: Let's go inside and have a look. Follow me, please.
- 3. [A = Local guide B = Tourist]
  - A: Welcome aboard, ladies and gentlemen. We are going to take a five-hour cruise along the winding Lijiang River in Guilin.
  - B: Wonderful! The water is so clean and blue. I can see through the river.
  - A: Guilin is renowned for its green hills, clear waters, fantastic caves, and spectacular rocks. Please come over here and take a look at the beauty of the water and the karstic<sup>(7)</sup> peaks towering into the sky.
  - B: Great! The karstic peaks are elegant. What a view of hills upon hills!
  - A: Karstic scenery is the most beautiful part of the Lijiang River. As you know, a karst

- ③ aesthetic pursuit of harmony and symmetry 和谐对称的审美追求
- ④ tile n. 瓦片
- ⑤ typify v. 作为…的典型例子
- ⑥ imperial adj. 皇帝的
- ⑦ karstic adj. 喀斯特地形的

① dyke n. 堤坝

② octagon n. 八边形, 八角形

is an area of irregular limestone in which erosion has produced fissures, sinkholes, underground streams, and caverns.  $^{\odot}$ 

- B: It's really a gift of nature.
- A: Now look this way. Do you see the hills in their reflection on the water?
- B: Yes. It seems to me that the hills are clearer in their reflection on water than they are on the riverbank.
- A: Do the hills seem to move as the water flows?
- B: Let me see. Yes, the hills do seem to move as the water flows.
- A: The river makes a unique traditional Chinese painting with its clear water and clusters of pinnacles  $^{\textcircled{2}}$ .
- B: It's indeed a wonderful experience. By the way, Mr. Wang, you told us on the bus that we are going to Yangshuo. Is it worth seeing?
- A: You can't miss it. Yangshuo, 83 kilometers away from Guilin, is settled among the most beautiful part of the Lijiang River's karstic scenery. You can enjoy the relaxed pace of life, good food, friendly people, scenic beauty, and flat landscape of rice fields and streams.
- B: That sounds like paradise to me. I can't wait to see it.

#### III. Put the following Chinese into English.

1. 五岳归来不看山,黄山归来不看岳。

Trips to China's five great mountains render trips to other mountains unnecessary, and a trip to Huangshan renders trips to the five great mountains superfluous. (You have no wish to visit any other mountains after viewing the five great mountains, and you do not even wish to visit them after you come back from Huangshan Mountain.)

- 佛家有云:大肚能容,容天下难容之事;笑口常开,笑天下可笑之人。
   A Buddhist holds that his belly is big enough to contain all the intolerable things in the world and his mouth is ready to laugh at all snobbish people under heaven.
- 3. 具有良好心理素质的导游对工作充满激情,乐观向上,机敏灵活,团结协作,彬彬

① karst is an area of irregular limestone in which erosion has produced fissures, sinkholes, underground streams, and caverns 喀斯特是由于腐蚀而产生裂隙、落水洞、潜流和洞穴的不规则的石灰岩地区

② pinnacle n. 小尖塔



### 有礼,公正无私。

Tour guides with good psychological qualities are enthusiastic and optimistic in their work. They are flexible, agile, cooperative, respectful, and impartial.

 参观活动结束返程中地陪要注意以下工作:回顾当天活动,宣布次日活动日程,提 醒注意事项,安排叫早服务,确认早餐及出发时间等。

On the way back to the hotel, the local guide should do the following: give a brief overview of the day's tour, inform the group of the tour itinerary for the next day, remind the group of any rules or regulations, arrange for the wake-up call, and confirm the breakfast and the departure time.

## **Unit 8 Dining at Restaurants**

## China in Video

- 1. What is Chinese cuisine famous for and what are the cooking methods chefs in China usually use?
  - Cuisine in China is a harmonious integration of color, aroma, taste, meaning and shape, requiring careful selection of ingredients, expert cutting and proper use of seasonings. Different materials or ingredients are cut into different shapes for different dishes: dicing, shredding, slicing, or cutting into strips, pieces, cubes, and the harmonious proportion of the five tastes produces the best flavor: sour, hot, bitter, sweet, and salty.
  - 2) Among the many cooking methods chefs use are boiling, stewing, braising, frying, steaming, crisping, baking, simmering and so on.

### 2. How many culinary cuisines are there in China and what are they?

- There are eight culinary cuisines of China: Anhui, Cantonese, Fujian, Hunan, Jiangsu, Shandong, Sichuan, and Zhejiang cuisines. These styles are distinctive from one another due to factors such as availability of resources, climate, geography, history, cooking techniques and lifestyle.
- 2) Cantonese cuisines, known for their fresh ingredients and great tenderness, are lighter while Northern dishes are heavy and spicy. Most Sichuan dishes are spicy and hot,

specializing in chili and hot pepper while Jiangsu dishes are light, fresh, sweet, and mild. Anhui cuisine is similar to Jiangsu cuisine, but with less emphasis on seafood and more on a wide variety of local herbs and vegetables. Shandong cuisine features a variety of cooking techniques and seafood ingredients. Fujian cuisine is often served in a broth or soup, with cooking techniques including braising, stewing, steaming and boiling. Hunan cuisine is well known for its hot spicy flavor, fresh aroma and deep color. Zhejiang dishes are not greasy, having fresh, soft flavors with mellow fragrance.

#### 3. How should a local guide handle the meal service?

- 1) Usually, the meal for the tourist group has already been reserved by the travel agency in advance. The first thing a local guide should do, before arriving at a restaurant, is to confirm the meal reservation including: the arrival time, group code, nationality, number of persons, meal standard, and special requirements. On the way to the restaurant, the local guide may introduce the local special culinary characteristics including the major cuisines and specialties so that his group members may enjoy the local dishes. Upon arrival, the guide should tell the tour leader and driver where they have their meal and then lead the guests to their seats. Most probably, many tour members will like to go to the washroom before the meal. So an experienced local guide will give his/her tour members directions to the lavatory. He/She should also tell his/her guests details about the catering service if necessary. He could, for example, explain the menu, whether or not drinks and beverages are included in the bill, and special requirements of the tourists, etc. When the guests have started eating, don't forget to wish them "Good Appetite" before leaving for dinner yourself.
- 2) An experienced local guide should be thoughtful of his/her group members. Before the meal, he/she may try to ask his/her group members if they have any special requirements. If so, he/she can tell the restaurant to prepare the special dishes of the guests when he confirms the reservation. Before arriving at a restaurant, the guide shall tell the tourists about the highlights of the dinner, such as special local flavors or restaurant entertainment if there is any. When they arrive at the restaurant, the local guide should explain the facilities of the restaurant, like the location of the water closet. Keep an eye on the tourists and supervise the food and the quality of service during the meal. Settle the accounts with the restaurant.

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- 4. What should the local guide do if his group members unfortunately suffer from food poisoning or diarrhea?
  - 1) Sometimes, diarrhea—or even food poisoning—might happen, especially in summer when food is easily spoiled. As local guide, he should have basic knowledge of the symptoms of food poisoning. If, after a meal, a certain number of the group members suffer from acute stomachache and nervous intestines, throw up, or even develop a fever, the guide has reason to suspect that the group members have food poisoning. If the group members do get food poisoning, the guide should report to the travel agency immediately and ask for instruction and help. At the same time, he should send the patients to the nearest hospital as quickly as possible.
  - 2) If his group members unfortunately suffer from food poisoning or diarrhea, the local guide should contact his travel agency to report the condition of the patients and ask for advice or help. At the same time he may take measures to relieve the pain of the patients and reduce toxicity. For example, he may ask the patients to vomit and drink a lot of water. Then send the patients to a nearby hospital for medication and ask the doctor to make out a certificate of diagnosis. Get a copy of the diagnosis record for later investigation and negotiation with the restaurant.



- I. Complete the following dialogues in English with the information given.
  - 1. [A = Guide B = Waitress]
    - B: Hello! May I help you?
    - A: Hello! I'm Zhou Hao from China Comfort Travel of Shanghai. <u>I called the day</u> before yesterday to reserve two tables for a tour group of sixteen people for lunch tomorrow. I'm coming to set the menu.
    - B: Welcome to our restaurant! Just a moment please. Let me check the reservation record. Yes, I see it. You may sit at the two tables by the corner tomorrow.
    - A: Any chance of the two tables by window?
    - B: Let me see. Yes, you can.

- A: That's very kind of you.
- B: What time do you want your table?
- A: 12:30 p.m. May I have the menu, please?
- B: Here's the menu. What would you like to have?
- A: We just want to have a quick, simple meal. Do you have a set menu?
- B: Yes, we offer a set of eight dishes with a soup.
- A: That sounds good. Can you tell me what kinds of dishes are on the set menu?
- B: Sure. Please have a look at the set meal.
- A: Let me see. Braised pork, stewed duck with soy bean, fried Mandarin fish in squirrel shape, scrambled egg, garlic eggplant, dried mushroom with green cabbage, fried bean spouts, tofu in Sichuan style and vegetable soup. Good! That's enough.
- B: Would you like anything to drink?
- A: Four bottles of orange juice for each table, please.
- B: All right.
- A: Yes, that's right. We will have a set of eight dishes, with a soup, for two tables of sixteen people, with four bottles of orange juice for each table.
- B: Ok. We look forward to your visit tomorrow.
- A: Thank you. Bye.
- 2.  $[A = Local guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - B: Miss Cao, what are the special features of Hangzhou dishes?
  - A: Lightness, freshness, salty and sweet.
  - C: Are they similar to Jiangsu dishes? You told us yesterday that Jiangsu dishes are light, fresh, sweet, and mild.
  - A: Yes, quite similar but with its own specialties. Hangzhou dishes are known for their delightful blending of sweet and salty flavors. There are many famous dishes in Hangzhou. Look, this is Dongpo Pork.
  - B: Is Dongpo named after a person?
  - A: Yes. It is named after the Song poet governor Su Dongpo. Su Causeway is also named after him.
  - C: Yes. I just thought I've heard of the name before.
  - A: Another specialty, West Lake Vinegar Fish, is also said to have been the creation

of Su Dongpo. The sweet-and-sour dish is prepared from West Lake carp of about half a kilogram in weight which is first kept in a special tank for a day or two to remove the smell of mud from the lake.

- B: What a gourmet Su Dongpo was!
- A: Yes, definitely. <u>Another dish is called Shrimp Meat with Dragon Well Tea. The</u> white shrimp meat goes well with the green tea leaves. Hangzhou cuisine keeps a good balance between color and taste.
- B: They are pleasant to look at.
- A: They are tasty, too. The other local specialties you see on the table are Sister Song's Fish Broth, Jingle Bells and West Lake Water Shield Soup. No one should leave the city without tasting these specialties.
- C: How lucky we are!
- A: Well, steaming dishes are waiting for you. Please start.
- B: My mouth is watering. Let's start!
- A: Have a good appetite!
- C: Thank you! You too.

### II. Make role-plays based on the following situations.

- 1. [A = Local guide B = Receptionist at a local restaurant]
  - B: Hello! May I help you?
  - A: Hello! I'm Li Bin, a tour guide from China Merchants International Travel Services Ltd. of Guangdong. I called to confirm our reservation for tomorrow's lunch in your restaurant.
  - B: All right. Let me check the reservation list. Please tell me who has booked the meal.
  - A: Under the name of Miss Guo.
  - B: Miss Guo? Let me see. Oh, yes, I've got it: Miss Guo from China Merchants International Travel Services Ltd, two tables of nineteen people for the set menu of ten dishes with a soup for each table.
  - A: Good! But I' m afraid I have to make a little change in the menu.
  - B: Yes?
  - A: One elderly lady in my Canadian tour group suffers from diabetes, so she cannot

eat food that contains sugar. She is on a special diet for the disease, you see.

- B: I do understand. In this case we can prepare a low-sugar meal for her.
- A: Thank you very much. She would like to have steamed fish, vegetable salad, and tomato and egg soup separately and she agrees to pay the extra cost by herself.
- B: Ok. Let me repeat your order: A set menu for two tables of nineteen people, plus one low-sugar diet with steamed fish, vegetable salad, and tomato and egg soup.
- A: Yes, that's right. Thank you. Bye.
- B: Bye.
- 2.  $[A = Local guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - A: A Chinese saying goes that it would be a shame to leave Beijing without trying Beijing Roast Duck. Now you are at the Quan Ju De Restaurant, where you can taste this unique duck.
  - B: Great! Is it the most famous dish in Beijing?
  - A: Yes. It's a specialty in Beijing. The duck is roasted in a specially constructed oven. To prepare the duck for roasting, the duck is plucked<sup>①</sup> and dried in an airy place. The duck is then plugged<sup>②</sup> and half-filled with water; then it is ready for roasting. The knack<sup>③</sup> of roasting is the time and temperature. It takes about 50 minutes to roast.
  - C: Fascinating!
  - A: It's said that it usually takes one to five years to complete an apprenticeship<sup>(a)</sup> and fifteen years to learn all about how to roast the duck.
  - B: Wow, I can't believe it. What a gourmet meal it is!
  - A: It is gourmet. Do you know how to eat it?
  - C: Like eating a chicken, I guess.
  - A: No. In fact, the duck will be cut into about 120 thin pieces.
  - C: So many pieces! I can't believe it.

① pluck *v*. 拔去 (鸡、鸭等) 毛

② plugged adj. 塞紧的

③ knack n. 诀窍

④ apprenticeship n. 学徒的身份

- A: When serving, the chef will bring the whole duck to your table to let you have a look at its appetizing<sup>①</sup> appearance; then, he will take it away and cut it into thin pieces. You'll dip each piece of duck meat into the sweet soybean paste<sup>②</sup>. Then you wrap the meat together with shallots in a sheet of pancake and eat the roll with your hands.
- B: My mouth is watering.
- A: Look, here comes the chef.
- C: Oh, yes! And he's bringing the whole duck!
- 3. [A = Local guide B = Tourist]
  - A: Well, we're going to try Sichuan dishes for lunch. Since you are traveling in Sichuan, you might as well taste some Sichuan food and learn Sichuan food culture.
  - B: I'm too glad to try it  $^{(3)}$ . When in Rome, do as the Romans do.  $^{(4)}$
  - A: I'm so glad to hear that. As mentioned already, Sichuan dishes are one of the four most popular cuisines in China.
  - B: How about Sichuan cuisines?
  - A: Most Sichuan dishes are spicy and hot. Some of the most famous flavors are derived from fish flavors and pepper powder boiled in oil.
  - B: Hmm. Can you introduce some famous Sichuan dishes for us?
  - A: Sure. Famous Sichuan dishes are Sichuan style hotpot, fried diced pork with chili, fried diced chicken with chili, spicy duck smoked with camphor and tea, bean curd in Sichuan style, and boiled cabbage<sup>(5)</sup>.
  - B: Will we have the chance to taste some of the dishes mentioned today?
  - A: I've ordered some of the best for you. No food is really enjoyed unless it is eaten.
  - B: I agree. I think I will eat not only the Chinese food, but also the Chinese culture.

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① appetizing *adj.* 美味可口的

② sweet soybean paste 甜面酱

③ I'm too glad to try it. 我太想尝尝了。

④ When in Rome, do as the Romans do. 入乡随俗

⑤ Sichuan style hotpot, fried diced pork with chili, fried diced chicken with chili, spicy duck smoked with camphor and tea, bean curd in Sichuan style, boiled cabbage. 四川火锅、辣子肉丁、辣子鸡丁、樟茶鸭子、麻婆豆腐、开水白菜。

- A: That's true. A huge part of Chinese culture is devoted to food and drink.
- B: There are so many different dishes, and each region has its own distinctive flavor. It's amazing. I'm just wondering, how many courses are there in Sichuan food?
- A: Three courses, like other Chinese dishes. Do you know what the first course is?
- B: Cold dishes.
- A: Right. And hot food will be served next.
- B: The last dish is the soup.
- A: Exactly!
- B: My mouth is watering.
- A: Ha, hold on a moment, you are going to taste some specialties of Sichuan soon.

### III. Put the following Chinese into English.

1. 中国有一句古话叫做"民以食为天"。

A Chinese proverb says "For the people, food is heaven./Food is the paramount necessity of the people."

2. 闻香下马;知味停车。

Get down/Dismount from your horse to find the delicacy and stop your vehicle to savor the flavor.

 对于计划内的团队便餐,地陪应提前落实本团当天的用餐,对午餐和晚餐的用餐地 点、时间、团号、人数、标准、特殊要求与餐馆逐一核实并确认。

For the quick, simple set meals of the tour group, the local guide should call in advance to reserve tables for the group. He/She should also inform the restaurant, in advance, about the place, the arrival time, group code, the number of tourists, standard of meal, and special requirements.

 去餐馆途中,地陪应向旅客简要介绍当地风味名菜。到达餐馆后,安排游客就座, 告知用餐注意事项,如告诉客人菜名以及酒水是否包含在餐费中等等。

Before arriving at a restaurant, the local guide should take the initiative and willingly introduce the special culinary characteristics, including the major cuisines, and renowned dishes. Upon arrival, the guide should lead the guests to their seats. Then he/she can explain the details of the catering service, for example, the menu, whether drinks and beverages are included in the bill or not, etc.

**Unit 9 Shopping Experience** 

### China in Video

Keys

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### 1. What role does shopping usually play in a touring experience?

- Shopping offers an opportunity for the tourists to taste the culture and daily life of the local residents, to enrich their touring experience, to have a reminder of their visit and to share it with their family members and friends.
- 2) That depends on what kind of trip it is. A trip to a modern metropolis like Hong Kong may well focus on shopping. In that case, tourists actually can't wait to spend money on basically anything novel. A trip to a place of historical interest or great scenery may also result in willing shopping for fancy souvenirs with local characteristics.

# 2. As a national guide, what kind of shopping experience are you supposed to provide?

- The tourists expect to be happy with what they experience, which means they are satisfied with the quality of the products they buy and the service they receive. To ensure that, only certified stores should be recommended. The guide is supposed to study the stores well to make choices according to the needs of the guests.
- 2) To make sure that every tourist enjoys his/her shopping experience, intensive preparation work has to be done before shopping. Preferences and taboos of the tourists have to be well understood so that the tourists may find what they really want and embarrassing moments may be avoided. Choose stores that offer good service.

# 3. What do you think of the fact that tourist guides receive commissions from recommended stores?

1) To be more competitive in the market, travel agencies usually pay tourist guides rather poorly, which makes tips and commissions on top of the salary almost the only means for guides to acquire a relatively favorable income. Although many Chinese tourists may question whether receiving commissions is legal, this is a universally accepted practice in western countries. As long as guides are doing their job well and recommend stores with quality products, it's no big deal at all. 2) Tips and commissions are not yet officially encouraged in China. Some money-oriented tourist guides recommend unqualified stores to tourists for the sake of high commissions. These guides usually introduce tours focusing on shopping instead of sightseeing against the interest of the tourists. They may mislead or even cheat the tourists and thus poison the whole industry. The Chinese government is expected to set practical rules and regulations to protect the due interest of the honest guides and quality stores.

### 4. What do you think might be the dos and don'ts in a shopping experience?

- 1) Firstly, it has to be kept in mind that usually, the major interest of most tourists is in sightseeing instead of shopping. Therefore, avoid making frequent shopping arrangements lest the tourists should be tired and protest. Secondly, only certified stores are supposed to be recom-mended to guarantee the quality of the products and service. Thirdly, the guide had better make a survey into what kinds of products the guests might be interested in. He/She is also supposed to study the stores well beforehand to make favorable choices according to the preferences of the guests. In addition, when visiting stores of luxuries, antiques, plants, animals, and certain foods, etc., the tourists are supposed to be reminded of the customs regulations.
- 2) The most important thing to do is to ensure the due right of the tourists. Collect general information about their major concerns. If possible, learn more about their background to decide what stores may suit them best. Some tourists may be interested in luxuries while others may be bargain hunters preferring quality products that are cheap. Whatever stores or markets are chosen, they have to provide a safe and pleasant atmosphere in addition to favorable products and service.



- I. Complete the following dialogues in English with the information given.
  - 1.  $[A = Local guide \quad B = Tour leader \quad C = Tour member]$ 
    - A: <u>By the way, would you like to take some leather bags home?</u> This town is very well known for its leather products.



- C: My goodness! You can never see a guide not trying to get you into some store!
- A: Relax, sir. I'm just offering a shopping opportunity and you're by no means obligated to buy anything.
- B: Never mind, dear. He doesn't mean to hurt you. I'm sure quite a few members are interested!
- A: Good. This store offers ice tea as well. Free of charge.
- B: Wonderful. I'm so thirsty now and would like to have a try. How much time do we have?
- A: <u>About forty minutes, I suppose. Do you think that's enough?</u>
- B: OK. I'll try to push them. By the way, do salespersons here speak English?
- A: They sure do, at least sufficient enough to get their jobs done.
- 2. [A = Tour leader B = Local guide]
  - A: Miss Li, I wonder if you'd like to do me a favor...
  - B: Sure, Madam. What can I do for you?
  - A: Well, it's my belt... My favorite one. Doesn't work any more. Where can I get a similar one?
  - B: Let me see... I think I have some idea... Such belts are available in a downtown store run by an American family.
  - A: Really? You have Americans running stores here? Great! But the goods here are not the same as in the States, I assume?
  - B: Not exactly, but they do have much in common. You may be surprised!
  - A: Great! Could you walk me there?
  - B: <u>I'd love to.</u>
  - A: Thank you so much!

### II. Make role-plays based on the following situations.

- 1.  $[A = Local guide \quad B = Tourist \quad C = Shopping assistant]$ 
  - A: Here we are, Mr. Brown. This shop that I recommend is one of the best of its kind. It offers quality silk products and the prices are good as well, a perfect choice for gifts, indeed.
  - B: Thank you. I can tell that.

- A: You're welcome. Now take your time, please. We are not in a hurry.
- B: Good. Err... Excuse me, Miss Li?
- A: Yes? What is it?
- B: I'd like to buy something for my wife. Where are the assistants?
- A: I'll get one for you. Here she is.
- C: Good morning, sir. My name is Lucy. How may I help you?
- B: Morning, Lucy. I am quite interested in these fans. Are they all made of silk?
- C: Yes, sir. But will that be a gift?
- B: Yes, I'm looking for something for my wife.
- A: Oh, Mr. Brown, I'm afraid that's not a very good idea.
- B: It isn't? But my wife definitely loves exquisite handicrafts like these!
- C: This lady is right, sir. In China, fans are not an appropriate choice of gift for spouses.
- B: How could that be?
- C: An ancient poem, by a Chinese lady, associates the life of a discarded wife with a fan which was forgotten when summer's gone. Besides, the word "fan"sounds like"apart"in Chinese, which makes people uneasy when receiving a gift like that.
- B: Oh, I see. Then what do you suggest?
- C: How about this pure silk scarf? It is hand embroidered with a beautiful design of a love-bird, a superb gift for your wife.
- B: I like the design. Do you have a yellow one?
- C: Sure. Here it is.
- B: Good. I'll take that.
- 2.  $[A = Local guide \quad B = Tourist \quad C = Shopping assistant]$ 
  - A: This is the store many tourists recommend. You can't find a better one for green tea here.
  - B: Sounds great. Let's see what we can get.
  - C: Good afternoon. What can I do for you? Are you looking for anything particular?
  - B: I think we are here for some green tea.
  - A: That's right.
  - C: This way, please. We have some new products which have just arrived.



- B: This one looks all right.
- C: It's fresh and tastes great as well. Would you like to have a try?
- A: OK. So... Mr. Brown, what do you think of it?
- B: Not bad. So how much do you charge?
- C: About 600 dollars a kilo.
- B: I like everything about it except for the price. It's out of my price range.
- C: So what is your price range?
- B: Around 300 dollars, maybe.
- C: 500 is our rock-bottom price, really.
- A: Let us meet half way to bridge the gap, how about 400 dollars?
- C: How much do you want?
- B: Four kilograms.
- C: OK. You have to strike a balance, if you wish to get somewhere.
- B: Right. Thank you!
- C: You're welcome. Hope to see you again!
- A: You sure will!

### III. Put the following Chinese into English.

- 一般西方人心目中的中国形象有一部分来自于丝绸、瓷器、茶叶等贵重商品。
   To the average westerner, the image of China comes partly from precious commodities such as silk, porcelain and tea.
- 顶级茉莉花茶香气浓郁, 很受外国顾客欢迎。
   Jasmine tea of top quality has a strong sweet smell and is quite popular with international customers.
- 3. 要记住通常大多数游客的兴趣在于观光而非购物。所以要避免频繁安排购物,以 免顾客厌倦和反感。It has to be kept in mind that the major interest of most tourists is usually in sightseeing instead of shopping. Therefore, avoid making frequent shopping arrangements lest the tourists should be tired and revolt.
- 4. 为了提高市场竞争力,旅行社通常付给导游很低的报酬,这使得工资之外的消费 与佣金几乎成为了导游获取相对较好收入的唯一途径。To improve competitivity in the market, travel agencies usually pay tourist guides rather poorly, which makes tips and commissions on top of the salary almost the only means for guides to acquire a relatively favorable income.

## **Unit 10 Recreational Programs**

### China in Video

- 1. What do you think a tour guide should consider when arranging the recreational program for the guests?
  - He/She should consider the guests' interests, cultural background, and duration of recreational program, etc. In other words, he/she should take a walk in the guests' shoes and try to make the recreational program more interesting. The program provided should be easy to understand and accept. Normally, the recreational program should not last too long otherwise it may make the tourists too tired to enjoy the visiting program the next day.
  - 2) He/She should be considerate in arranging the recreational program. He/She should study the guests' interests and cultural backgrounds beforehand and try to select the most interesting event. Another element that should be considered is the duration of the program, which means, the recreational programs should not be too tiring, otherwise the tourists may feel exhausted.

## 2. If you are a national guide to receive a group of tourists, what preparations should you make before setting the recreational program?

1) You'd better get as much information about the tourists' interests as possible, for example, from which countries these tourists come and what kind of arts are most popular in their countries. The background information will help you select the recreational event that is most interesting to your guests. Second, you should have a basic knowledge on traditional Chinese culture. So when you are thinking about the recreational program available, you can find those activities which best reflect Chinese characteristics. Third, you should have a good understanding of the itinerary and aim to strike a good balance between the main sightseeing program and the recreational program. As the sightseeing is normally the primary purpose of the tourists, recreational events should not be too tiring for most tourists. Last, but not least, you should maintain good communication with the local guides; since the local guides are more familiar with the cultural and entertaining events in their areas, they can provide you with more valuable suggestions on setting the

recreational program.

Keys

2) As a national guide, you should be responsible for setting the whole itinerary. Therefore, it is necessary to have a good understanding of the tourists'interests, personalities, and other related background information. In addition, you should have good communication with the local guides who are more familiar with local cultures and entertainments. By doing so, it is possible for you to make the recreational program more balanced and feasible.

## 3. If you are a local guide, how could you make the recreational program more attractive?

- 1) You should be familiar with the recreational program and get to know the interests of the tour groups. As some tourists have special cultural taboos, you should know these taboos beforehand to avoid any possible cultural shocks. You may brief the national guide on the cultural events with local characteristics so that you can help to make the recreational program more diversified. In addition, you should be able to give very clear instruction on the duration of the recreational program scheduled. If the time allows, it is always welcomed to brief the tourists on the theme and main features of performances. During the entertaining program, you should have a proper time management.
- 2) You should know the itinerary well and try to get basic information about the tourists beforehand. As a local guide, you have a better knowledge of local cultural events or traditions, so you can provide valuable advice to the national guide and the tour leader when arranging the whole itinerary. If the recreational program is designed by you, you should look into the tourists'interests and try to select the most suitable program that will cater to their needs.

## 4. According to your knowledge, what are China's best known cultural or recreational events to foreign tourists?

- Due to the long history and distinctive Chinese traditional features, Peking Opera is one of the most popular Chinese arts to foreign tourists. Along with the spreading of Chinese martial arts movies, Chinese Kung fu is also quite well known and many foreigners regard it as a mysterious treatment to improve one's health. In addition, acrobatics, shadow plays, Chinese folk singing, and dancing are also widely appreciated recreational events.
- 2) Among the most popular Chinese recreational activities, Peking Opera is a must to see according to most foreign guests due to its unique Chinese characteristics. Besides that,

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Chinese Kung fu, or martial arts is also quite popular especially among the youngsters. Due to the vast land and diversified cultures, China enjoys a great variety of folk music and dancing. The Chinese singing and dancing, acrobatics, shadow plays, and many other folk-custom performances are also welcomed by foreign tourists.



#### I. Complete the following dialogues in English with the information given.

- 1.  $[A = Guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - B: How about the recreational program this evening?
  - A: <u>We are going to watch Peking Opera tonight.</u>
  - B: Very good. I have never seen that before.
  - A: <u>Peking Opera is a long lasting Chinese traditional art. It is worth seeing.</u>
  - B: What is the repertoire for today?
  - A: The play for tonight is *The Conquering King Parts with His Favorite Concubine*.
  - B: The name sounds very romantic.
  - A: Yes, it is. It is a sad love story. <u>However</u>, before we leave, I need to give a few <u>explanations</u>.
  - C: When is the show going to start and which way should we go?
  - A: <u>The show will start at 7 p.m. and finish at 8:30 p.m. Since we all have odd-number</u> tickets, we can enter the theatre via the left entrance.
  - C: OK, we got it. Where are we going to meet after the show?
  - A: <u>After the show is over, we will meet together in front of the bulletin board in the</u> lobby. It is quite easy to find if you follow the flow of the crowd.
  - C: OK, we won't miss you.
  - A: Great. Then I will meet you later. Hope you have a good time.
- B&C: You too.
- 2.  $[A = Guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - A: Good evening, everyone. You all look very excited after a whole day of sightseeing!

- B: Oh, we are looking forward to the show this evening. Can you tell us something about it?
- A: Sure. The program for today is Shadow Play.
- B: Sounds interesting. Is it quite popular in China?
- A: Yes, it is. <u>The history of Shadow Play can be traced back to the Han Dynasty</u> more than 2,000 years ago. It is still one of the most well-known Chinese folk performances.
- C: Such a long history. There must be some reasons for its long-standing popularity.
- A: Yes. A Shadow Play performance is very interesting. Illuminated puppet figures, manipulated by three to five artists using a transparent white cloth screen. Shadow Plays form an artistic combination of opera, music, fine arts, and special craftsmanship.
- C: Amazing. Oriental arts have their special charms. I can't wait to see it.
- A: The show will start at 8 p.m. and finish at 9:30 p.m., with a 15-minute break at intermission. Our group is arranged at the odd numbers of Row 3. It is requested that we sit according to the ticket numbers.
- B: I see.
- A: Then I will see you later.
- B&C: Thank you. See you.

### II. Make role-plays based on the following situations.

- 1. [A = Local guide B = Mr. Stevens C = Mrs. Stevens]
  - A: Good evening, Mr. and Mrs. Stevens.
- B&C: Good evening, Lily.
  - A: After today's tour, what is your impression of Xi'an?
  - B: Well, it is a place with a brilliant history. We both want to know more about it.
  - A: Good. We have the same purpose. So as you can see on your itinerary, we are going to see a performance in Tang Dynasty style.
  - C: Fantastic. I really want to know how the people look in that ancient dress.
  - A: Not only that. The performance today is a combination of music, singing, dancing, and visual arts, etc.
  - C: We believe we will have an unforgettable experience.

A: Many people say that this performance is the highlight of traveling in Xi'an. However, before you go in, I would like to confirm that the performance will finish at 10 p.m.; then I will meet you again here and escort you to the hotel.

#### B&C: That is very kind of you.

- A: Hope you have a good time. See you later.
- 2. [A = Local guide B = Tourist]
  - A: Good morning, Mr. Hanks.
  - B: Good morning, Liu. You look really refreshed.
  - A: Thank you. My secret is that I exercise every morning.
  - B: Oh, you mean Chinese Taiji? You know, I am very interested in that exercise.
  - A: Not really. I like to jog every day. However, as you know, Chinese Taiji is a very good way to improve one's health and flexibility.
  - B: Oh, I am always wondering how this movement can build up one's body.
  - A: Taiji attaches great importance to the human mind. Since it originated from the theories of yin and yang, it can help the exerciser concentrate his/her mind and then let the mind guide the body's movements and, at the same time, follow the body's graceful, gentle, and firm movements.
  - B: Very mysterious.
  - A: Once you have good mind control, you can use the strength of your mind to adjust your body to a primary level.
  - B: Mysterious and charming. I hope I can see it someday.
  - A: No problem. In fact, we are going to watch a martial arts performance tomorrow. Then you will have the opportunity to see it with your own eyes.
  - B: Very good. I am really looking forward to that.

### III. Put the following Chinese into English.

1. 在古代中国,以方言演出的民间戏曲曾经被认为是难登大雅之堂的。

In ancient China, folk operas performed in local dialects used to be regarded as not proper for the high-brow stage.

动作舒缓的太极拳更有利于维护身体健康。
 Slow-moving Taijiquan/Shadow-boxing does better to maintain a healthy body.

**3.** 导游员必须知识丰富,并对客人的兴趣要求有一定了解,从而更加合理、有效地安排娱乐项目。

A guide must have a good knowledge background and certain understanding of the tourists' interests so as to arrange the recreational program more scientifically and effectively.

地陪人员必须仔细研究团队的全程路线,要将娱乐项目与其他活动有机地结合起来。
 A local guide must thoroughly study the whole itinerary and integrate recreational events and other activities as a whole.

## **Unit 11 Dealing with Miscellaneous Matters**

## China in Video

- 1. What should a guide do to help tourists accept the Chinese foods?
  - Before taking foreign tourists to a Chinese restaurant, a guide should ask his/her guests about their preferences for meals. It is quite proper for a guide to introduce the local food to them. Most important of all, a guide should let them know the materials in the local food in case they may not accept them
  - 2) China is a country with a lot of delicious foods. Remember to tell your guests about the local food. Try to convince your guests that food is also part of the culture of China. Even if they can't accept the food ingredients they should respect the local custom. And also Chinese food is so colorful that there should be one that appeals to everyone.

### 2. What if a foreign tourist complains about bargaining in a Chinese free market?

- Even if tourists have already been told about the bargaining in Chinese free markets, they
  may complain about paying higher than others for the same thing in the same shop. As a
  guide, it is proper to comfort the tourist in a humorous way or, if possible, help the sales
  persons understand the tourists better.
- 2) Tell tourists that bargaining skill is very important in a Chinese free market if they want to buy something they like. It's much more like a game and it's quite natural to have winners and losers. What matters is the fun they may enjoy in the bargaining itself.

### 3. What should a guide do if unexpected matters conflict with the schedule?

- There are various reasons why a tourist may not want to follow the schedule. When a
  tourist is wanting to do something which conflicts with the schedule, the guide should first
  of all get to know the exact reason. Then he/she should try his/her best to persuade the
  tourist into following the schedule. When necessary, the guide may get help from the tour
  leader or other tourists.
- 2) If a tourist sticks to some issue which conflicts with the schedule, for example, he/she wants to leave the tour group and goes on his/her own tour, the guide should convince him/her of the following points:
  - a. Safety is the most important thing for the tourist. Never go to places which seem to be unsafe. Make sure to keep his/her personal things safe.
  - b. Take the brochure or business card of the hotel in which the tourist is staying, so that he/she may use it if he/she gets lost on the way back.
  - c. All the expenses should be covered by the tourist himself/herself when he/she doesn't follow the schedule.
  - d. The expenses for the scheduled program will not be refunded.

### 4. What should a guide pay attention to in dealing with unexpected matters?

- In dealing with miscellaneous matters, a guide should let safety take priority over everything else. Whatever requests a tour member makes, it is the duty of the guide to alert the tourist to any potential danger. When necessary, the guide may do something in advance so as to avoid any possible trouble.
- 2) A guide should be courageous enough to say "no" to any offensive requests. Though the request-makers may not be satisfied and even threaten to make a complaint, the guide should keep to his/her position, believing such a complaint will not be accepted by the relevant department.



### I. Complete the following dialogues in English with the information given.

- 1. [A = Guide B = Mr. Matusi, a Japanese tourist]
  - B Mary, would you please tell me whether you know this address?
  - A Let me see, Mr. Matusi. It seems to be an address from a long time ago.
  - B Yeah. 55 years ago I was born in Beijing. I spent a wonderful childhood here. Now I come to Beijing not only to have a visit, but also to find the house I once lived in.
  - A Oh. It's been 55 years. <u>Great changes have taken place in Beijing</u>. I'm not sure whether we can find it. Anyway, I'll try my best to help you. <u>After we finish today's</u> activity, I'll go there with you.
  - B Thank you. It's kind of you. But it'll be very late if you accompany me to find the house. We don't know the exact place, as you can see.
  - A That's all right, Mr. Matusi. It doesn't matter much if I go home late. <u>What matters</u> is that we find the house you've been dreaming of all these years. It's a good opportunity for you.
  - B I don't know how to express my thanks to you. You are so considerate. I'll pay you for your help.
  - A: No, thank you. I can't accept the money. <u>I just want you to have a nice stay in</u> <u>Beijing. That's the best reward for me.</u>
- 2.  $[A = Guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - A Hello, everybody. Welcome to Guangzhou.
  - C Oh, Guangzhou is a well developed city, isn't it?
  - A Yeah, since the start of the reform and opening policy, Guangzhou has developed quickly.
  - C Opening policy? Oh, all I care about is whether the girls are open or not. Haha.
  - A Sir, the opening policy refers to the introduction of overseas culture and influences, not the selling of one's dignity.
  - B Yeah, exactly.
  - C: I saw men pissing along the highway. They are really open, aren't they?

- A: We admit that <u>we do have some people here who do not behave properly.</u> But it has nothing to do with the policy. China is changing rapidly for the better. <u>Give it</u> time, it will catch up.
- B: Definitely. Please, Tom, be nice. Miss Fang, please forgive Tom, he's out of line.
- A: That's all right.

#### II. Make role-plays based on the following situations.

- 1. *(On the bus)* 
  - $[A = Guide \quad B = Mr. Black \quad C = Mr. Smith]$
  - A: Ladies and gentlemen, we've finished the visit to the Summer Palace. The next stop for this morning is Tiantan Park— the Temple of Heaven, a place where the emperors of the Ming and Qing Dynasties prayed for rain and a good harvest.
  - B: Can I do some shopping somewhere?
  - C: Oh, no more shopping please. We're short of time and we're in Beijing visiting tourist attractions, not shopping!
  - B: But I really need to buy something. There are others who still want to do some shopping, too. If you don't want to go, you can stay on the bus and wait for us.
  - C: I'm sorry but I think you're being rather selfish. Remember, wasting others'time is a kind of crime.
  - B: You...
  - A: Come on, gentlemen, what do you think of my suggestion? As there's no toilet on the way to Tiantan Park, what about going to the shopping center over there so we can use the facilities and relax for a bit? Mr. Black and those who need to buy something may go shopping, but please watch the time, OK?
  - B: Great idea!
  - C: That's OK for me too. I'll have a cup of coffee.

#### 2. (In Linyin Temple)

- $[A = Guide \quad B = Tourist]$
- A: This way please. This is the hall for worshiping the Buddha.
- B: Well, to show my respect, I'd like to go into the hall and present burning incense sticks.

- A: Just a minute. I am sorry to tell you that burning incense sticks are forbidden inside the hall of the temple. You see, the hall is made of wood and is apt to catch fire.
- B: Oh, yes. I know.
- A: To my mind, in worshiping, what matters most is your sincerity, not the incense sticks you offer to the Buddha.
- B: I agree with you. I just want to be closer to the Buddha.
- A: Well, you may burn the incense sticks out here and put them into the censer. Then you can enter the hall to worship.
- B: That's a good idea. Thank you.
- 3. *(At the hotel)* 
  - [A = Guide B = Tourist]
  - A: Have a good rest. See you tomorrow.
  - B: Miss, can I ask you something?
  - A: Yeah? What's it? How can I help you?
  - B: I would be honored if you would have dinner with me tonight. I want to show my thanks for the help you gave me yesterday.
  - A: Thank you. But I'm afraid I can't because I have another tour group arriving tonight. The group will be here at 6:00 p.m.
  - B: Really? What a pity.
  - A: It's the peak season now, you know. So we're really very busy. But I really appreciate your invitation. Thank you.
  - B: How can I show my gratitude to you? You helped me so much. Tell me what you like, I can buy something for you, or I can give you some money.
  - A: Oh, take it easy. There is no need to give me anything. It's my job to help you. Have a good sleep and I'll see you off tomorrow.
  - B: Thank you. It's very kind of you.

### III. Put the following Chinese into English.

 "人靠衣装,佛靠金装",导游最好不要把自己乱糟糟的一面展现给游客,会损坏 自己给游客的第一印象。 "The tailor makes the man". It's good for a guide not to apply disorganized appearance before the tourists, for it will jeopardize all-important first impression.

 导游可以以"入乡随俗"的原则引导外国游客用餐,这样可以有助于游客更加了解 中国的饮食文化和餐桌礼仪。

A guide may adopt the principle that "Do in Rome as the Romans do" to help foreign tourists have meals, which may help tourists know more about Chinese cooking culture and table manner.

- 游客给导游小费,说明游客对导游的工作十分肯定和赞赏。但是,作为中国的导游 人员应该持正确的态度,认真把好这一关,更好地为游客服务。
   The tips that tourists give a guide show their appreciation of the guide's work. However, as a Chinese guide, he/she should have a proper attitude toward it so as to serve tourists better.
- 游客会向导游提出种种请求,导游一旦答应游客的请求,务必要言而有信、言行一致。
   Tourists may make different requests to a guide. Once the guide offers to help the tourist, the guide should ensure that he/she carries out the tasks as promised.

### **Unit 12 Dealing with Emergencies**

### China in Video

### 1. How should a tour guide prepare for possible emergencies?

- As a tour guide, it's quite necessary to get well prepared for the possible emergencies during a tour. Before departure, a guide should plan carefully in case there is something unexpected. Though quite often emergencies may not be predictable, it's much better to know the regular situation of traffic, the weather report and emergency services etc. Besides, a guide should always keep in mind nipping emergencies in the bud.
- 2) Emergencies mean nightmares for everyone, so it's quite necessary to get well prepared for possible emergencies. Get the necessary information and try to make your guests understand and cooperate with your plan. Take advice from those people who may be more experienced and change your plan accordingly. It is always important to put safety



first.

### 2. What kind of advice should a guide give tour members to avoid emergencies?

- A guide should ensure tour members know the exact schedule and understand the sightseeing program and the time they will stay in each tourist site. He/She should tell tour members his/her mobile number so that they may contact him/her when needed. What's more, a guide should tell them a place they can go to in case they get lost. Urge them to bring the hotel business card so that they can find the way back to the hotel.
- 2) It's necessary for a guide to remind tour members to pay attention to security and provide them with adequate helpful information and local knowledge. Above all, a guide should keep alert to avoid any possible emergencies.

### 3. What are the emergencies a guide should be prepared to deal with?

A guide should be prepared to deal with all kinds of emergencies. The following are examples:

- a. Tourists falling ill suddenly;
- b. Tourists being injured on the way;
- c. Tourists being robbed or just losing something important;
- d. Tourists asking for something unreasonable;
- e. The whole group missing the train, bus or plane;
- f. Natural disasters such as floods, earthquakes or tsunamis, etc.;
- g. Tourists getting lost;
- h. Tourists dying.

### 4. What should a guide do if emergencies have already happened?

- If unfortunately there are emergencies during the tour, a guide should first judge the situation quickly and make decisions. Keep calm and seek help effectively. Try your best to comfort the guests and win their support. Always remember that you must reduce losses, such as time and money etc. to a minimum.
- 2) Whenever there are emergencies in the tour, a guide should contact the agency as soon as possible and tell his or her leader what has happened. While waiting for help, a guide should try his or her best to comfort the guests and convince them that you and your organization will be always on their sides. Your top priority is always for your guests.

#### I. Complete the following dialogues in English with the information given.

1.  $[A = Guide \quad B = Tour leader \quad C = Mr. Smith]$ 

Practice

(Because of heavy rain and the driver's carelessness, the bus has overturned. Fortunately, it's not a serious accident. Most of the group members in the bus are OK while some of them are slightly injured.)

A: Oh, I'm sorry. Please take care. Let's get out of the bus immediately. <u>Don't rush.</u> <u>Get out one by one.</u>

(Everyone gets out of the bus safely and settles in a nearby house.)

- A: (Making a phone call) Hello, is that Mr. Wang? I'm sorry to tell you that because of the heavy rain we had an accident, but thank God, we're all OK now. <u>Would you please send another bus here to pick us up?</u> Good, our address is XXX. Please be as quick as possible as my guests are all wet and cold. Thank you.
- B: Oh, Mr. Smith, what's wrong? What's wrong?

(Mr. Smith, the oldest member in this group suddenly faints and falls onto the ground.)

- A: <u>Don't move him. Wipe his forehead with a wet handkerchief.</u>
- C: (Coming to himself) Oh, my god. What's the matter with me?
- A: (*Making another call immediately*) Hello, Mr. Wang? Please send another car here immediately. <u>One of my guests has suddenly fainted</u>. Oh, he has just come to. But we have to send him to the nearby hospital. Please, be quick!

(After a while, one bus and one car come. A and Mr. Smith go into the car to the hospital. B and others get on the bus back to the hotel. Now A and C are at the hospital)

- C: Thank you very much. It's very kind of you.
- A: That's all right. Mr. Smith. I'm sorry about the accident. <u>The doctor is here; don't</u> <u>be afraid. I'll be with you.</u>

(After the doctor's diagnosis, the doctor said that Mr. Smith's fainting resulted from the shock of the accident. He suggested Mr. Smith have a good rest.)

A: Thank you, doctor. I'll take good care of him. Thank you. (*Turning to Mr. Smith*) You see, you're all right. I'm sorry about the accident. <u>I'll report it to my travel</u> agency. I'm sure they will give you a satisfactory compensation. You know there's



a common saying in China, "Take the edge off an evil fortune, there will be great fortune ahead of you." Please don't worry.

- C: Oh, that sounds good.
- 2.  $[A = Guide \quad B = Tour leader \quad C = Mr. Fox]$

(*Mr. Fox, a 70-year old gentleman from Australia feels tired when he is climbing up the Great Wall. Mr. Li is the guide.*)

- C: Oh, I am feeling tired. The Wall is so marvelous! But I can't move any more.
- A: Mr. Fox, you can walk slowly. You may feel exhausted when you walk too fast.
- C: I've heard a lot about the Great Wall. There is a common saying in China, "Those who have never been to the Great Wall are not real men." right?
- B: Yeah, you're a real man now. You are standing on the Great Wall.
- C: But the man here right now can't go any further. I need a rest.
- A: Sure, Mr. Fox. Let me help you to the watchtower over there. <u>I can find a place for</u> you to have a rest. (*Turning to the other group members*) Come on, everybody, let's have a five-minute rest at that watchtower.

(A and B help Mr. Fox all the way to the watchtower. There A passes a bottle of mineral water to Mr. Fox.)

- A: Mr. Fox, have some water and you'll feel better.
- C: Yeah, I'm feeling much better now. Thank you. It's very kind of you. You're considerate and thoughtful.
- A: My pleasure, Mr. Fox.
- B: I think he needs to rest for some time. He can't go on.
- C: Yeah, I'm sorry.
- A: That's all right. Mr. Fox. Take it easy. (Turning to B) Would you please stay here with Mr. Fox? I'll take the others to the beacon tower over there, and we'll come back to meet you both in half an hour.
- B: Sure. That's a good idea.
- A: Mr. Fox, you can have a good rest here. <u>When you feel better</u>, you can walk outside <u>here and enjoy a birds-eye view of the Wall</u>. I believe you'll enjoy that.
- C: Great! Thank you very much.
- A: You're welcome.

#### II. Make role-plays based on the following situations.

- 1. [A = Local guide B = Tour leader C = Mr. Black]
  - C: Oh, it's hot. I'm not feeling well. Please help me!
  - A: Mr. Black! Mr. Black!
  - B: He must have got a heat stroke. He has been complaining about how hot it is today.
  - A: Please help me carry him to the big tree there. Unbutton his collar and fan him.
  - B: OK.
  - A: Do you have any water?
  - B: I have a bottle of mineral water. Here you are.
  - A: Thank you. Let him drink some water. It'll do him good.
  - B: Mr. Black! Are you better now?
  - C: Yeah, much better. Thank you.
  - A: Stay where you are for a while. You need a good rest.
- 2. [A = Local guide B = Miss Smith]
  - A: What's wrong with you, Miss Smith? You look pale.
  - B: Well. I don't know exactly. I'm not feeling well after dinner. It seems that I have a stomachache.
  - A: What did you have for dinner today?
  - B: Some meat. I liked the meat and I ate a lot. Some of the others said the meat wasn't good, but I didn't care about it at the time.
  - A: Maybe there was something wrong with the meat?
  - B: Maybe. I don't know. Ouch, my stomach!
  - A: Don't worry. I will have someone take you to the hospital. Then I will phone my agency. If it's really the fault of the meat at dinner, I'll question the restaurant manager and ask for compensation.
  - B: Thank you.
- 3. [A = Local guide B = Mr. Smith]
  - A: Mr. Smith, what about you? You've drunk a lot?
  - B: Yes, I'm very happy today to see my Chinese friend whom I haven't seen for about



10 years. I drank a lot. Maybe I drank too much. I'm not feeling well now.

- A: Sit down here and have a rest, Mr. Smith.
- B: Thank you very much.
- A: (*Getting a cup of hot tea*) Mr. Smith, have some tea! Maybe it'll help you.
- B: Thanks. I will have it after a while. I have a bad headache and feel I'm about to be sick.
- A: Shall I help you to the men's room? Let's get some water there to cool your forehead, which may make you feel better.
- B: OK. That's a good idea.
- A: Let me also call the tour leader to get Mr. Ferber, the retired doctor in our tour group. He may offer you more help.

#### II. Put the following Chinese into English.

 中国有句俗语,"在家靠父母,出门靠朋友",旅途中无论发生什么事,都要相互体谅、 相互帮助,才能有愉快的旅程。

There is a Chinese saying, "We rely on parents at home, and on friends when we are away". Whatever happens in the tour, we should care about each other to have a nice journey.

 如果旅程中遭遇意外事件,导游应该尽可能以"塞翁失马,焉知非福"的理念安抚 游客情绪,取得他们的理解和配合,并积极采取补救措施。

If there's something unexpected in the tour, a guide may comfort tourists with the sense of "a blessing in disguise" to gain their understanding and cooperation. Beside, a guide may take active measures to make it up.

 导游员在接待人数较多的旅游团时,最头疼的事就是客人掉队走失。因此,要在游 览前做好防范工作。

When guiding a tour group with a large number of tourists, what troubles a guide most is a tourist getting lost. So the guide should get everything ready before the sightseeing.

4. 游客在旅游中受伤和生病对整个旅游活动会产生不利的影响。导游员应该努力使其 在精神上得到较好的医治,因为有时情感上的作用比身体上的医治更为重要。
If a tourist gets injured or falls ill while sightseeing, it will influence the whole tour. However, the guide should make an effort to keep the tourists' spirits up, as sometimes dealing with the emotional effect is much more important than the physical treatment.

### **Unit 13 Handling Complaints**

### China in Video

#### 1. What should a guide do when foreign tourists complain about something?

- When foreign tourists complain about something directly, it's necessary for a guide to listen carefully and patiently at first, and then try to explain clearly to them and convince them of the proper way in solving problems. A guide should understand foreign tourists and give them respect and advice.
- 2) When foreign tourists are not satisfied with something and they complain about it to a guide, he or she should get to know all the details clearly and give his or her guests explanations and apologies. Try best to make up when possible, and don't forget to give thanks to their understanding and cooperation.

## 2. What kind of tourists should a guide be aware of so as to avoid or reduce complaints?

- When a tourist is quite particular about everything, he/she is apt to blame others on every possible occasion and is hard to please. Besides. he/she tends to expect more and most probably he/she won't get on well with the other tourists. If anything annoys him/her, he/ she will complain loudly.
- 2) When a tourist is suspicious about everything, he/she will be skeptical about the guide as well as the other tourists. He/She will cause trouble or complain a lot if the guide doesn't pay enough attention to him/her.
- 3) When a tourist tends to get excited easily, he/she may like to argue with others. He/She might speak loudly and hurt others. The guide should not be afraid of them. Get ready for them and try your best not to irritate them.

## 3. What should a guide do when tourists blame everything unpleasant on him/ her?

When tourists suffer a lot during the journey because of some uncontrollable factors, some would like to blame everything unpleasant on the guide. When this happens, the guide should bravely stand up to it and be calm enough to take action to settle the disputes:

- ♦ Report to the agency in a timely manner and wait for instructions;
- ♦ Be cooperative to solve the problem in a reasonable and positive way;
- ♦ Communicate with the tour leader and offer an explanation to those influential tourists in the group to seek understanding and forgiveness;
- ☆ Take possible actions to make up for the sufferings the tourists have endured, such as giving gifts, or better food with the help of the travel agency;
- ♦ Serve the tourists more enthusiastically and patiently in the remaining activities.

## 4. What should a guide do when a tourist refuses to accept his/her explanation for the problem?

- That a tourist refuses to accept the explanation for the problem may result from a lot of reasons. However, this may influence the whole tour plan and even make the guide unable to control the situation. Thus a guide should first of all get to know if there is something wrong with his/ her own decision or actions.
- 2) A guide should analyze the reasons for this situation and ask the tour leader for help so as to persuade the tourists. The guide should be kind and patient enough to give the tourists time to understand and be cooperative.



- I. Complete the following dialogues in English with the information given.
  - [A = Guide B = Clerk in the Forbidden City C = Mr. Black] (In the Forbidden City)
    - B: Sorry, Sir. Smoking here is forbidden.
    - C: Oh, I'm sorry. I didn't know.
    - B: Sir, <u>according to the rules I have to fine you</u>.

- A: What's the matter? Oh, please, would you please let him off this time? <u>He didn't</u> <u>do it intentionally.</u>
- B: I'm sorry. That's the rule. You are to be fined 100 Yuan.
- C: Oh, here you are. I'm sorry.
- A: I'm sorry about that, Mr. Black.
- C: Why didn't you tell me that smoking is not permitted here? If you had told me, I wouldn't have smoked here. I feel so embarrassed!
- A: Mr. Black, I did mention the rules and regulations on the bus just now. It seems you didn't hear me. <u>But if I had reminded you again before you came into the room, you wouldn't have been fined.</u> I am sorry about that.
- C: Of course. You should have done that. I didn't catch your words on the bus.
- A: I'm sorry, Mr. Black.
- C: That's all right. After all, I'm also at fault. Thank you for your patience and consideration.
- 2.  $[A = Guide \quad B = Tourist 1 \quad C = Tourist 2]$ 
  - (*At the airport*)
  - A: Hi, everybody. Glad to meet you. <u>I'm sorry for my delay because of some mistake</u> we made.
  - B: Oh. We've been waiting here for you for about half an hour. What's the matter with you? It's not acceptable!
  - C: Yeah, I feel disappointed. It's often said a good beginning is half done. This is a bad start.
  - A: I am sorry. It's our fault. But we will try our best to make it up to you by arranging everything well during your stay here. Please have confidence in us.
  - B: Well, let's wait and see.
  - A: OK, we'll not let you down, ladies and gentlemen. It's almost lunch time. Let's go to have lunch first. Then we'll go to the hotel so you can settle in. <u>We've already</u> especially prepared some delicious food for you to make up for the delay.
  - B: Well, that sounds good.
  - A: Yeah, I hope you'll enjoy it. <u>If you need anything, don't hesitate to ask me.</u> I'll try my best to help you all.

C: Well, I'm beginning to feel that maybe the stay here will be great.

#### II. Make role-plays based on the following situations.

- 1.  $[A = Guide \quad B = Mr. Black]$ 
  - A: Hi, Mr. Black. So here you are. Do you like this spot?
  - B: Well, it's amazing. The scenery is good. And what's important is that you have been so kind and enthusiastic.
  - A: Oh, you're flattering me. To serve you well gives me great satisfaction.
  - B: Well, if only the tour leader had the same idea of service.
  - A: What's wrong? Can I help you?
  - B: Well, the tour leader was not enthusiastic all the way here. Whenever we asked him something, he appeared to be indifferent. Besides, he always stays on the bus and seems to be lazy. We've all been complaining about him.
  - A: I see. Maybe there's some misunderstanding. In fact, I have known him for two years. He is kind and considerate.
  - B: Then how can he be like this now?
  - A: I know he's got a very bad cold. You know how miserable you can be when you catch a cold. But I still have to apologize to you. It's no excuse. I'll tell him to improve his attitude.
  - B: That's kind of you. At least I now understand why he seems unhelpful. Thank you.
- 2.  $[A = Guide \quad B = Miss Smith]$ 
  - A: So, everybody, the next stop we are to visit is the tourist site called Yu Lake, a wonderful place with lots of legendary stories. Now, let me tell you something about the lake.
  - B: Mr. Ge, excuse me!
  - A: Oh, yes?
  - B: We'd like to go to the wool market nearby. We don't want to go to Yu Lake. In fact, we have been to lots of lakes. They're almost all the same. Now we ladies want very much to go to the wool market where we can get some good but cheap local products. My friend told me about the market before I came here.
  - A: I understand, Miss Smith. Yeah, at the wool market there are lots of local products. Of course you can go to the wool market, but not now because...

- B: But we want to go there now.
- A: Oh, please, Miss Smith. Take it easy. Let me finish. In fact, the biggest wool market here is quite near Yu Lake. There you can find a variety of products, much more than things you can find in other wool market. It's really worth visiting indeed.
- B: Just as I said.
- A: So, my suggestion is let's go to Yu Lake first as it's a scheduled activity. However, we can shorten the visiting time at Yu Lake, to just have a look at the most famous spots there, with sights which I believe you have never seen at the other lakes. Then we can go to the wool market and stay there for about one and a half hours.
- B: That sounds good. Thank you very much.
- A: Thanks for your cooperation. Thank you.
- 3.  $[A = Guide \quad B = Mr. Firmer]$ 
  - B: Oh, Miss Lynn, can I talk to you?
  - A: Sure, Mr. Firmer. No problem.
  - B: Is it possible for my room to be changed? You see, I didn't sleep well last night. By the way, my room is 1201.
  - A: Oh, Mr. Firmer, I'm sorry to hear that. What happened?
  - B: It is Mr. Smith who is staying in room 1203. He kept the TV on all night and it's noisy. He's young and stays up late but my wife and I need a good rest.
  - A: Oh, I see. I understand you clearly.
  - B: We just want to have a room we can rest well in.
  - A: Mr. Firmer, it's the peak season for travel. There are no rooms left in this hotel. Besides, your room has better facilities than the other rooms. What about talking to Mr. Smith?
  - B: I know very little about him. If you are kind enough to talk to Mr. Smith about it, I'll appreciate it very much.
  - A: OK, I can do that. Mr. Smith seems to be easygoing. I think he can understand your situation.
  - B: Thank you for your help.
  - A: You're welcome.

#### III. Put the following Chinese into English.

 中国有句古话叫"不打不相识",导游在遇到游客投诉时,不能抵触,而应视他们 为朋友去给予帮助。

There's a Chinese saying that "friendship grows out of blows". When tourists have something to complain about, a guide should not conflict with them but regard them as friends and help them.

 导游在遇到纠纷时,应该将心比心,以诚相待,这样可以让你的客人备感受到重视, 从而接受调解。

Whenever there's complaint, a guide may understand and treat tourists with sincerity. It's easier for tourists to accept reconciliation when they feel they have got enough attention.

 导游在接待过程中,有时会遇到一些游客因失态或目的不纯而引起的无礼抱怨和投 诉。对此,导游应该不卑不亢。

When receiving guests, a guide may sometimes meet some tourists who complain unreasonably either because of their own bad manners or their characters. The guide should be neither humble nor arrogant.

 面对游客的抱怨,导游要根据具体情况作具体分析,不要眉毛胡子一把抓。并且应 向游客做好疏导和解释工作。

When faced with a complaint from a tourist, a guide should analyze it based on the current situation. Don't make things worse. He/She should sympathize with the tourists or provide an explanation for the situation.

### Unit 14 Seeing off Guests and Farewell Speeches Keys for reference:

### <u>China in Video</u>

- 1. How would people see their friends off in China?
  - 1) In ancient China, people would write poems, play music, sing songs and give presents to see a friend off. Also they might send a branch of willow to the one who is leaving for a

remote place, which was commonly conceived as a symbol of farewell.

2) In today's China, people see friends off in a way that is very much like what they do in the West. They may have farewell parties, present each other with gifts and let their friends or family members know how much they may miss them.

#### 2. What preparation should a tour guide make before seeing off guests?

- 1) Seeing off is the last and very important part of the reception process. If the farewell arrangements are made properly, a successful full stop can be given to the whole work of a tour guide. Otherwise, it may cause delays or problems to the tourists'next itinerary and ruin all previous efforts. To ensure a proper seeing-off, the guide should get all departure information beforehand, including ways of transportation, airport or station for departure, departure time, etc. If the guests are leaving by air, a tour guide should help the guests to confirm or ask them to confirm their flight tickets two days before departure. He/She should decide on a leaving time from the hotel based on past experiences. Extra time should be considered in case of a traffic jam. He/She should inform the guests of all necessary information in due time, including time for departure, time for luggage pickup, luggage quota, and others. If the guests are leaving by other transportation, necessary notice should also be made concerning departure time, luggage, and related issues.
- 2) Seeing off influences the last impression on tourists of the work done by a tour guide. So the guide should make a good preparation for farewell arrangements. He/She should get all departing information in advance and arrange transportation and luggage pick-up effectively. In addition, he/she should tell the tourists about all the departure details in a clear and timely manner so that tourists can finish checking-out and loading luggage in time. Generally speaking, the more careful arrangements are made in advance, the smoother seeing off can be.

## 3. What attitude should a guide take in settling departure issues and saying farewell to his/her guests?

 As the last link of the whole reception process, a guide might be hasty in seeing his/her guests off. In real practice, seeing off is often the part when accidents occur. Therefore, you should be very considerate and responsible when arranging the departure. You should confirm all needed departure information beforehand and think carefully about all details such as luggage pickup and early check-out, etc. In addition, you should give assistance

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as much as possible during the whole departure, as the foreign tourists are normally unfamiliar with China's airport and customs regulations. In short, a guide should be as helpful and friendly as possible. Actually, seeing-off is not the end of a commitment. Instead, it can become the beginning of a good friendship between you and your guests.

2) A tour guide should be as active and responsible as he/she can when arranging departure issues. Sometimes minor mistakes may result in big problems. That is particularly true in the seeing-off process. You should think over all departure details carefully and, if necessary, provide assistance within your capacity. You are also supposed to be considerate and friendly. Nervous teams meet more problems. So you are suggested to remind the tourists of all the details in a peaceful way and always assure the tourists that you are with them and ready for help so that they can be more relaxed.

#### 5. How should a tour guide handle an unexpected emergency?

- 1) First of all, good preparation will help to reduce the possible accidents to the maximum extent. However, an unexpected issue still might occur due to certain unavoidable reasons. When an emergency occurs, the guide should be as calm and rational as he/she can. He/She should comfort the involved tourists at first and find a solution to cope with the issues immediately. For example, if a tourist's luggage is found overweight, the guide should talk with the airport service staff to confirm the quantity and fines charged for overweight luggage. Then he/she should discuss with the tourists the possibility of taking some luggage out and carrying them as hand luggage. If this solution turns out to be impossible, he/she should then negotiate with the airport staff to reduce fines. Sometimes, if the plane is not fully occupied, some extra quota may be given in certain circumstances. In short, an effort should be made to find the most acceptable option for both sides.
- 2) Good preparation can help to reduce accidents. Having said that, however, a tour guide still needs to improve his/her capacity to deal with unexpected issues. When an emergency happens, the guide should calm down quickly and weigh the possible effects of the accidents. Then he/she needs to find a solution soon and, if necessary, he/she can contact concerned agencies for help. Equally, he/she should express concern for the tourists involved and try to cheer them up as soon as possible.



#### I. Complete the following dialogues in English with the information given.

- 1. [A = Guide B = Tour leader]
  - A: Mr. Black, have you confirmed your flight ticket yet?
  - B: Oh, I forgot. Can you help me to do that?
  - A: <u>Sure. I will call the airline and confirm the ticket for you.</u>
  - B: Thank you very much.
  - A: It's a pleasure.
  - B: Oh, by the way, what is the luggage quota allowed for Economy Class passengers?
  - A: According to the airline regulations, that is 20 kilograms.
  - B: I see. Now how early should we arrive at the airport before departure?
  - A: <u>Well, at least two hours is needed between arrival at the airport and flight time.</u>
  - B: Then when are we leaving for the airport?
  - A: <u>We will leave the hotel for the airport at 5 p.m.</u>
  - B: They say some other guide will accompany us there?
  - A: Yes, this is the end of my work.
  - B: I'm sorry to hear that.
  - A: <u>I hope you are satisfied with my job.</u>
  - B: Sure. We are very thankful for what you have done for us.
  - A: Thank you. Hope to meet you again.
  - B: Same here. So we have to say goodbye?
  - A: Yes. Have a pleasant journey!
  - B: Thank you. I'm sure we will.
- 2. [A = Tour leader B = Tour guide]
  - A: Now we're ready.
  - B: <u>Has everybody checked out?</u>
  - A: I think so.
  - B: Please make sure that you do not leave anything behind.
  - A: OK. You've been a great help to us in the past two weeks. Thank you very much.

- B: It has been my pleasure.
- A: You are a part of our happy memories in China, really.
- B: The stay with you is also a happy thing for me. I do wish you a safe and pleasant journey back home.
- A: Thank you. I hope I can come to China again.
- B: <u>Hope you'll visit Beijing again.</u>
- A: I sure will, maybe with my family. Let's keep in touch.
- B: <u>Sure. Please give my best regards to your family.</u>
- A: Definitely. Once again, I thank you for your excellent work.
- B: Thank you for your compliments.
- A: You sure deserve it!
- B: Oh, it is time for you to get in. We have to say goodbye now.
- A: Oh, yes. Good-bye, my dear.
- B: Good-bye. Hope to see you in the future.

#### II. Make role-plays based on the following situations.

- 1. [A = Local guide B = Mr. Smith]
  - A: Dear Mr. Smith, you are leaving for home tomorrow, aren't you?
  - B: Yes, I am. I can hardly believe I'm leaving so soon.
  - A: Time flies when you're having fun. But before you leave, I have to remind you of some things. Have you confirmed your flight ticket yet?
  - B: Oh, yes. As you suggested yesterday, I have already asked the reception desk of the hotel to have it done.
  - A: Great. So I would confirm again that you are leaving by CA 937 to London at 11:55 a.m. from Beijing Capital Airport. Is that right?
  - B: Exactly. So when do you think we should leave for the airport?
  - A: Well, for an international flight, the passengers are requested to arrive at the airport at least two hours before the departure time and we will need nearly one hour for the ride from the hotel to the airport. In that case, we will leave for the airport at 8:45 a.m. I will await you in the lobby at that time and a car will pick us up.
  - B: Fine. I will meet you then.

- A: By the way, it will be appreciated if you can check out and get your luggage ready before that time.
- B: No problem. What else should I do?
- A: Please put your travel documents, flight tickets, and declaration items in your hand luggage. It will be much more convenient for you to check in and clear customs issues at the airport.
- B: Thank you so much for reminding me about that. So, I will meet you tomorrow morning.
- A: OK, see you tomorrow. Hope you have a good time for your last night in China.
- B: Thank you very much. See you tomorrow.
- 2.  $[A = CITS guide \quad B = Tour leader \quad C = Tour member]$ 
  - A: Here we are. The train for Hangzhou will leave in 30 minutes from Platform 1. We are just in time.
  - B: Great. We don't want to waste our time waiting.
  - A: Sure. By the way, I believe it is necessary to give you some idea about Chinese trains. The soft berth carriage that you are taking is located in the middle of the train. After boarding, you can put your cabin luggage on the rack above or under the berth.
  - C: It will take about 4 hours from Nanjing to Hangzhou, right? So where is the dinning carriage?
  - A: Normally, it is adjacent to the soft berth carriage. You can have your dinner there soon.
  - C: Sounds good. I believe it must be an exciting experience to take a Chinese train.
  - A: I believe so. The local guide in Hangzhou, Mr. Liu, will meet you at the train station exit. He is a tall man in his early 20s. He will hold the CITS banner, so you won't miss him.
  - B: We know the guides in your agency are experienced. Do not worry about us.
  - A: OK, that is almost all I need to say. Now it is boarding time and I have to say goodbye to you.
  - B: We really appreciate what you have done for us. Your work has made our stay here very enjoyable.

- A: Your satisfaction is my pleasure. Wish you a good journey to Hangzhou and a pleasant time during the rest of your stay in China.
- B: Thank you very much and we are looking forward to meeting you again in the future.
- A: Me too. Hope we can see each other in the future. Please take care of yourself.
- B: Thank you, we will. Good-bye, my dear.
- A: Good-bye, and have a good trip.
- 3.  $[A = Local guide \quad B = Tour leader \quad C = Tour member]$ 
  - A: OK, here we are. It is 6 p.m. and there are nearly 3 hours before flight time. Since I cannot pass this line, I will explain the relative procedure before you go in.
  - B: Yes, please. You know, it is our first trip to China. We'd like to know if there's anything significantly different about China than with what we are familiar.
  - A: Do not worry. I'm sure it's basically the same. First, you need to check in. You can either ask the information desk or check the screen about the number of the United Airline flight.
  - C: Do the airport staff speak English?
  - A: They do. You may ask for assistance if needed. After you check in, you then follow the sign to the Customs for item declaration. After that, you also need go through Board Control and Security checking. Just follow the guiding signs, and you can not be lost.
  - B: Oh, we think we can manage it.
  - A: Definitely. In case anything unexpected happens, you may ask the airport officers for assistance. You know, people here are normally very friendly and ready to help. OK. Ladies and gentlemen, my work is done; please allow me this opportunity to say something by way of a farewell. First of all, I wish to thank you all for the cooperation and support you have given in the past leg of your trip. You have been very attentive and have kept good time on all occasions, which made things a lot easier for me. What's more, you have been kind enough to offer us comments and suggestions on how to do a better job. I should say that you are the best group I've ever guided. It has been a great pleasure and honor serving you. We met as strangers and now I believe we can safely say we are friends. I hope

you'll take back happy memories of your trip. As you have probably observed, China is developing very quickly. I hope to see you again in the near future as your guide and show you all the changes. Once again, thank you for your cooperation and support. Bon voyage!

- B&C: Thank you very much! We are very grateful for what you have done for us. You are a part of our happy memories in China.
  - A: Thank you for your compliments. Oh, it is time for you to go.
  - B: Oh, yes. Good-bye, my dear.
  - A: Good-bye. Hope to see you again.

#### III. Put the following Chinese into English.

1. 中国有句古话:海内存知己,天涯若比邻。

As is said in ancient China: though in different countries, we are like next-door neighbours as long as the friendship stands.

 万一发生意外,你可以请机场工作人员帮忙解决。一般说来,这里的人都很友好, 乐于助人。

If anything unexpected should happen, you may ask the airport staff to help you out. Generally speaking, people here are very friendly and ready to help.

 如果告别的环节安排得当,整个导游工作就可以成功地画上句号了。否则可能会导 致游客的下一段旅程出现延误和其它问题,前功尽弃。

If the farewell arrangements are made properly, a successful full stop can be given to the whole work of a tour guide. Otherwise, it may cause delays or other problems to the tourists' next itinerary and ruin all previous efforts.

 在实际操作中,送别通常是容易出现意外的环节。因此我们应该考虑周全,非常有 责任心地处理离境事宜。我们应该事先确认所有必需的离境信息,仔细考虑好所有 的细枝末节,比如提取行李、提早退房等等。

In real practice, seeing off is often a time when accidents occur. Therefore, we should be very considerate and responsible in clearing the departure issues. We should confirm all needed departure information beforehand and think carefully about all details such as luggage pickup, early check out, etc.