



新世纪

新世纪高职高专英语实训类课程规划教材

# 涉外导游英语口语 实训教程

*SHEWAI DAUYOU YINGYU KOUYU SHIXUN JIAOCHENG*

● 主编 刘惠霞



大连理工大学出版社  
DALIAN UNIVERSITY OF TECHNOLOGY PRESS



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# 前言

## Preface

随着旅游业的蓬勃发展，我国已经成为世界上最大的旅游客源地，在此背景下涉外导游从业人员的需求人数成倍增长。作为旅游业中最具代表性的一线服务人员，导游队伍拥有最基本也是最庞大的从业人员，导游人员直接代表旅游行业的服务水平，因此培养高素质的导游，尤其是代表国际形象的涉外导游成为旅游业发展的重点所在。

本教材以国家级资源共享课《涉外导游英语》为依托，从涉外导游工作的岗位需求出发，与多家国际旅行社资深英语导游联合编写，真正做到了课程内容与职业标准无缝对接，实现了课程内容模块化与实践教学项目化，为学生们打造了活泼生动的一线工作情境。

在内容设计上，本教材以涉外英语导游职业岗位活动的典型工作过程为基础，然后将典型工作过程按照岗位角色加以归纳，总结出整个行动领域，确定岗位技能培养的学习领域，采用项目导向、任务驱动，模块编排的方式精心设计学习情境，强调口语训练，融理论性、知识性和实践性于一体。以导游工作过程中的三个环节：接待前服务（Pre-reception Service），接待服务（Reception Service）和接待后服务（Post-reception Service）为知识划分点，依据技能训练目标将全书分为十四个学习情境，包括接待前的准备、接站、登记入住、设计线路、陪同游览、景点介绍、进餐、购物、娱乐、送站、处理投诉和后期服务等。

本教材适合于高职高专院校旅游英语和旅游管理专业的学生使用，也可供

涉外导游从业人员自学提升英语水平。本教材在编写过程中得到多位专家及同仁的大力支持和热情帮助，在此一并表示感谢。特别感谢河南国宾国际旅行社有限公司、河南十大优秀导游员陈静为图书编写提出了诸多合理化建议。由于编纂工作浩繁，疏漏在所难免，望广大专家学者不吝指正，以求共同进步。

编者

2015年1月

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# Part One

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Warm-up Questions

- 1. What kind of preparation must you do to make a good first impression?
- 2. What skills are necessary for a staff in your view?
- 3. What does a tour guide do?

Learning Points

## Pre-reception Service

# Unit One

## Preparation for Reception



### 1 Warm-up Questions

- 1 What kinds of preparation must a tour guide do to make a good tour?
- 2 What skills are necessary for a qualified tour guide in your view?
- 3 What roles does a tour guide play?

### 2 Language Points

tour guide	导游	domestic flight	国内航线
tour group	旅游团	entry visa	入境签证
tour leader	旅游团领队	flight number	航班号
freshwater fish	淡水鱼	folk custom tour	民俗旅游
pluck	动物内脏	natural wonder	自然景观
light food	清淡的食物	scenic spot	景点
add-on	附加项目	selected itinerary	精选路线
baggage claim card	行李认领牌	special service requirement	特别服务要求

### 3 Situational Dialogues

#### Scene One

( TG=Tour Guide—Li Hua/Linda; TA=Tour Agency—Smart )

TG: Hi, good morning. This is Li Hua.

TA: Good morning, Li Hua. This is Smart.

TG: What can I do for you, Smart?

TA: We will have a 12-person tour group from America, and you will be their tour guide during their stay in China.

TG: Really? Oh ... Wait a moment. I need more information about the group.

TA: OK, I will send their information to you. Please check your e-mail.

TG: Great.

(After a while)

TG: Hi, Smart. This is Li Hua.

TA: Can I help you?

TG: Yes. May I have the tour leader's telephone number?

TA: You mean Frank Brown? OK, his number is 18912312312.

TG: When they arrive in China, do I need to reserve a hotel for them?

TA: I'm not sure. You'd better give Frank a call.

TG: Thanks. I'll call Frank in a minute.

#### Scene Two

( TG=Tour Guide—Li Hua/Linda; TL=Tour Leader—Frank Brown )

TG: Good morning. Is that Frank Brown?

TL: This is Frank, and who's that?

TG: This is Li Hua, and you can also call me Linda, and I will be your tour guide during your stay in China.

TL: Thanks. Glad to know you!

TG: Glad to know you, too. In order to be given a better service, would you give me more information about your group?

TL: It's my pleasure.

TG: Thanks. According to your plan, when will you arrive in China?

TL: We'll leave at 10:00 a.m. on May 1st, and if the flight is on time, we will arrive in China 14 hours later.

TG: OK. I will wait for you at Beijing Capital Airport Exit. I will hold up a tour-guiding flag and a greeting card. I know there are 12 members in your group, but how many rooms do you need?

TL: We need three twin rooms ... and three double rooms.

TG: Do you have any specific requirements about the hotel?

TL: We prefer a scenic spot hotel, and above all we want good supporting facilities.

TG: What about the food?

TL: We all like light food. You should avoid supplying the pluck. What's more, no freshwater fish (淡水鱼).

TG: Thanks, I got it. May I beg your pardon? What's your flight number?

TL: FM845.

TG: About the tour, does your group like natural scenic spots or folk custom tour?

TL: Both.

TG: Thanks. I will make an itinerary for you, and send it to you the day after tomorrow. Looking forward to your coming.

TL: Thanks. Bye.

TG: Bye.

### Scene Three



( TG=Tour Guide—Li Hua/Linda; FD=Front Desk )

FD: This is Shoudu Hotel. What can I do for you?

TG: This is Li Hua. I need a room for three days from May 5th to May 7th. Do you have any vacancies?

FD: Yes. What kind of room would you like?

TG: I'd like three twin rooms and three double rooms, please.

FD: No problem, Madam.

**TG:** How much will that be?

**FD:** It's RMB 456 per night for a twin room and RMB 400 for a double room.

**TG:** That's a little high. I am told that your hotel is offering a discount now.

**FD:** Yes, but the offer ended yesterday. I'm sorry.

**TG:** Oh, I see. Then can you make it less expensive?

**FD:** I'm sorry, Madam.

**TG:** OK, I'll take them. By the way, does the price include breakfast?

**FD:** Yes, it does. Now could I confirm your name, please?

**TG:** Li Hua.

**FD:** Thank you. How many nights would you like to stay?

**TG:** Three nights, from May 5th to May 7th.

**FD:** Certainly, Miss Li. Our check-in time is before 6:00 p.m.. We're looking forward to seeing you.

**TG:** Thank you.

## Notes

- 1) Hi, I will be your local guide when you arrive in China. / 您好，我是你们在中国旅游期间的导游。
- 2) May I have your name, please? / 请告诉我您的名字好吗？
- 3) Do you have return tickets? / 你们订返程机票了吗？
- 4) Do you have any special needs or services? / 您有特殊要求吗？
- 5) Please don't hesitate to ask me for help. / 有需要请立即告诉我。
- 6) Glad to help you. / 乐意为您效劳。

## Tips

- 1) Preparation for Tour: itinerary preparation; language & knowledge; material preparation; personal preparation; psychological preparation
- 2) Itinerary Preparation: make an itinerary; make schedules; reconfirm the reception information

- 3) Preparations: a. Material Preparation: necessities, microphone, tourists' information, tour-guiding flag, tourist guide certificate, guests' book; b. Personal Preparation: comfortable clothes and shoes, business card, memo; c. Psychological Preparation: be prepared for hardships and complaints.
- 4) Confirm the Following Information: the tourists' information, the transportation information, the restaurant and hotel; make contact with the national guide or the tour leader; get familiar with the scenic spots.
- 5) Job Sheets:

Job Sheet (I)

Team Information	
Male Number:	Female Number:
Children Number:	Total:
Flight:	Arriving Time:
Person in Charge:	Tel. No. :
Leaving Time:	Return Flight:
Requirements and Contraindications:	
Confirmation	
Tour Bus	
Bus Type:	Bus No.:
Driver's Name:	Driver's Tel. No. :
Meeting Time:	Meeting Place:
Hotel	
Hotel Name:	Room Type:
Hotel Address:	Room Price:
Tel. No. :	Room No. :

Job Sheet (II)

Team:
Tour Time:
Tour Line:
Group Member:
Arriving Time:
Leaving Time:



**Itineraries in Detail:**

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## 4 Strengthening Your Professional Skills

### Role-play

Simulate situational dialogues with your partners: one plays as the tour guide; one plays as the tour leader; and others play as the tourists.

### Emergency Handling

If you are a tour guide, what will you do in the following situations?

- 1) Alice is a vegetarian.
- 2) Peter dislikes your itinerary.

## 5 Practice

1) Match each picture with the correct description below.



(A)



(B)



(C)