

海南模拟导游 实务英语教程

曹阳 孙博 主编

 復旦大學 出版社

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作者简介

曹阳,女,吉林人。1990年毕业于东北师范大学外语系,先后执教于省重点高中、师范中专、民办高职院校。2004—2006年,在菲律宾 Universal Harvest Corporation 从事对外汉语教学和翻译工作。2006年获北京师范大学外国语学院硕士学位后,受聘于海南外国语职业学院,现任海南外国语职业学院英语系负责人。2009年获得海南省“前厅服务员”职业技能鉴定考评员资格证书。

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前 言

海南的旅游资源极为丰富,随着国际旅游岛和文昌航天城的建设,海南迎来了前所未有的发展机遇。我院作为海南省唯一一所专门的外语高职院校,为地方经济发展服务、培育外语导游人才是我们义不容辞的责任。

《海南模拟导游实务英语教程》从行业的需求出发,根据英语导游的技能要求来设计教程内容。本教程共分为四个部分,第一部分为英语导游实务,分为十二个单元,包括海南省旅游概况、迎接客人、入住酒店、餐饮、旅游观光、购物、娱乐、送别客人和导游的基本素质要求等;第二部分为海南旅游景点介绍,以导游词的形式呈现,包括自然旅游资源、人文旅游资源等;第三部分为英语导游实务部分的练习参考答案;第四部分为附录,是汉语版的海南旅游景点介绍。本教程适合高职和中职旅游专业的学生,以及从事导游工作的人员。

本教程课题组由五人组成。曹阳老师进行整体构思与设计,并与孙博老师共同编写了本教程;海南天之涯国际旅行社有限公司张国强副总经理对全书提出了宏观的指导意见,审核了中文导游词;樊文静老师和牛莉老师协助收集资料、打字和校对工作。另外,在我院任教的美籍教师 Julian 在百忙之中认真地通读了全部英文书稿,对本书的语言和文字做了润色,提出了宝贵的意见和建议。

本教程的编写得到了海南部分旅游公司、旅行社的大力支持。在此对他们的无私奉献表示最诚挚的谢意。

由于时间和经验有限,本教程一定会有疏漏和不妥之处,敬请专家、同行和读者批评匡正,多提宝贵意见,以便我们今后修改和补正。

编 者
2010年4月

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Part One

Practice and Norms of English Tour Guide

Chapter 1 Receiving Guests

Simulated Dialogues

Scene 1 Receiving independent tourists at the airport arrival lobby

A = Local guide B = Mr. Brown C = Mrs. Brown

A: Excuse me, but are you Mr. Brown from Canada?

B: Yes, I am.

A: I'm very glad to meet you, Mr. Brown. Welcome to Hainan! I am Liu Gang, your local guide from China Youth Travel Service, Haikou Branch.

B: Hello, Mr. Liu! Thank you for coming to meet us. This is my wife, Susan.

A: Nice to meet you.

C: Nice to meet you, too.

A: Did you have a pleasant flight?

B: Yes, very pleasant. Thank you.

A: Have you got your luggage?

B: Yes, everything is here.

A: Our car is waiting in the parking lot. Shall we go now?

B: OK, let's go.

A: Can I give you a hand?

B: Oh, no, thank you. Susan and I can manage. You go ahead and we'll follow you.

independent tourist 散客

lobby 大厅, 休息室

local guide 地陪

luggage 行李, 皮箱

parking lot 停车场

Scene 2 Receiving a tour group at the airport arrival lobby

A = Local guide B = Tour leader C = Stranger

A: Excuse me, sir. Are you Mr. David West from the US?

C: No, I'm William Smith from Britain.

A: I'm sorry.

C: Never mind.

A: (*Asking another man*) Excuse me. Are you Mr. David West from the US?

B: Yes, I am.

A: Nice to meet you, Mr. West. Welcome to Sanya! I'm Wang Ling, your local guide from CITS.

B: Nice to meet you, Miss Wang. How are you today?

A: Fine, thank you. How was your trip, Mr. West?

B: Great! We had a pleasant trip.

A: That's good. Could you tell me whether or not everyone from the group is here?

B: Yes, we have 20 people altogether, including me of course. Well, ladies and gentlemen, this is our guide here.

A: Hi, everyone, welcome to Hainan!

How many pieces of luggage do you have?

B: Well, we have 22 pieces in all. And here's the baggage check.

A: Thank you. I'll ask the porter to take care of them. Shall we now go to the coach? It's waiting outside.

B: Sure. Take the lead please. I'll bring up the rear.

A: Thank you. Well, ladies and gentlemen, attention, please. Now follow me to the coach. Yes, follow this little red flag, please.

tour leader/tour escort	领队	CITS: China International Travel Service	中国国际旅行社
baggage check	行李票	porter	行李搬运工
bring up the rear	殿后	coach	长途客运汽车

Scene 3 By the coach

A = Local guide B = Tour leader C/D = Tour member

A: Here we are, ladies and gentlemen. Mr. West, this is our driver Mr. Li.

B: Nice to meet you, Mr. Li.

...

A: Mr. Li is going to help us to put our luggage in the trunk.

B: Well, ladies and gentlemen, look, our coach has a big belly here. Put in your luggage, please.

C: Excuse me, may I take my handbag with me?

A: Yes, of course. You just need to put in that big case.

D: I don't want to be separated from my luggage.

A: Oh, well, Madam, you're not separated from the luggage. You're just sitting over it. Trust me, it's safer here. Come! Let me help you to put your case in a nice place, Madam. Yeah,

here you are! Good! Thank you, Madam. Get on the coach and find yourself a comfortable seat.

D: Thank you, dear.

trunk 行李箱

belly 腹部,胃

separate from 与...分离

Useful Sentences and Expressions

Finding guests

- Excuse me, sir. Are you Mr. Andy Louis from Britain?
(Yes, I am.)
- Excuse me, Madam, but are you Ms. Lynn David from New Zealand?
(No, I'm Mary Gray from Singapore.)
- Excuse me, I'm looking for a tour group from the US. The leader's name is Maria Cheney.
(Sorry, dear, we're from the States, but our tour leader is a man named Jimmy Grade.)

Self-introduction

- I'm a guide from China Youth Travel Service, my name is ...
- I'm Lin, your local guide from CITS.
- I'm your guide in Hainan, and my name is ...

Giving greetings

- How do you do/ Nice to meet you, Mr. Brown?
(How do you do, Miss Lin? /Nice to meet you, too.)
- How was your trip? /Did you enjoy your trip? /How did your trip go?
(Pretty good. We chatted and enjoyed the landscape the whole way. I like this country very much.)
- Is this your first visit to Hainan? /Have you ever been to Hainan before?
(Yes, I have been waiting to visit this beautiful island for a long time. /Yeah. I once worked in Hainan for three years.)

Confirming numbers of the tourists/luggage

- Could you tell me if everyone in the group is here, Mr. Williams?
(Let me see. Yes, we are all here.)
- Does everyone have his or her luggage?
(Let me see. Yes, everyone does.)
- May I have the baggage check, please?
(Here you are. There are 12 pieces altogether.)

Moving out of the airport/railway station

1. Shall we move to the coach now?
(Sure. You go ahead and we'll follow you.)
2. Could you tell the guests to follow my flag since it's so crowded here?
(OK. You take the lead and I'll bring up the rear.)
3. Our coach is waiting in the parking lot. The number is QiongA 88967, again, 88967. Please try to remember it, just in case you lost track of us.
(OK. 88 ... Say it again, yes, 88967, 88967. Let's go.)

Offering help

1. Your bag seems quite heavy. May I help you with it?
(No, thanks. I can manage myself.)
2. Pass your case to me, please. Let me put it in here.
(Thank you very much.)
3. Trust me. The case will be safe here in the trunk. Let me help you.
(Thanks a lot, sweetie.)

Role-play

Directions : *Read the following situations carefully. You will be divided into small groups of two or three members and assigned one of the following scenarios for you to prepare. You may first discuss the scene with your group members and then demonstrate what you would say and do in front of the class. At last comments and suggestions can be given to each others' role play.*

Situation 1

A local guide called Lin Tao is waiting for a group of 22 people from Singapore at the airport arrival lobby. Its tour leader is named Adam Pocker. Their last stop is Shanghai. Several groups are coming out with their luggage. Not knowing which his group is, Lin Tao is about to:

- > locate the tour leader and the group;
- > introduce himself;
- > welcome the group;
- > help settle their luggage and show them onto the bus.

Situation 2

Three students are to play the roles of a local guide from Haikou OCTS (Overseas Chinese Travel Service), Mr. and Mrs. Winston Hill from the United States. The guide is holding an identifying cardboard sign at the arrival lobby of Meilan International Airport. Mrs. Hill is at the baggage claim area, while Mr. Hill comes to contact the guide. In the end, they join together and go to the coach waiting in the underground parking lot.

Guide's Norms and Emergency Handling

1. *What should the guide do if he or she fails to meet the tour group as planned?*

- 1) First, try to know why the tour group did not show up: whether the arrival time has been changed, ahead of the plan, delayed or canceled, or the host travel agency fails to inform of the itinerary change in time.
- 2) If the tour group arrives ahead of the plan, they might go to the hotel by themselves or never show up. Possibly the tour coordinator on duty of this agency forgot to notify the guide of the change while the guide did not go to the rear-service section to reconfirm the reception plan before leaving for the airport.
- 3) In order to avoid a reoccurrence of the same situation and after understanding the cause, proper measures should be taken accordingly.

2. *What to do if the tour group arrives before him or her?*

- 1) The guide should make a formal apology to the tour leader, national guide and the guests.
- 2) The guide should tell tourists the real condition, say sorry and express the sincerity to serve them well.
- 3) The guide should promise the tourists that this would not happen again.

3. *What to do if the tour group postpones its arrival?*

- 1) First, the local guide should inform the restaurant and hotel of the change.
- 2) Then make a new arrangement of the hotel, dining, tour bus and so on for the next day.
- 3) Finally work out the new itinerary for the group and try to maintain the agreed visiting items.

4. *What to do if the luggage does not arrive at the same time with the tour group?*

- 1) Calm down the tourists first. Try to find out the reason ASAP. Generally speaking, there are three possibilities: left it at the hotel of the last destination, lost on the way, or mixed up after arrival with other tour group's luggage.
- 2) Check the luggage pieces with the bellman. If there is not a mix-up, try to look for them at the hotel. If found, have them delivered to the guest's room soon.
- 3) If lost on the way, report the case to the Travel Service and let the luggage department handle it.
- 4) Assure the guests that their luggage will be found and not to worry.
- 5) If the luggage cannot be found, the Travel Service or guide should tell guests and offer a sincere apology.
- 6) Then report the loss to the related department and fill out the required claim forms according to the international practice.

5. *What if the guide receives a wrong tour group?*

- 1) Take the details of the tour group, check the tour code, name, number and the name of the group leader, and try to find out the reason: whether it is the mistake of nationalities, tour

number and number of tourists or AB group.

- 2) Find out the whereabouts of the host unit of a similar group and try to get in touch with them ASAP.
- 3) If the tour belongs to the same host travel agency, the local guide should remain unchanged.
- 4) If not, the local guide should make a proper change.
- 5) The guide should inform the guests of the situation and make an apology.

6. *What should the guide do if the tourist's luggage is lost on the way to China?*

- 1) Accompany the owner of the lost luggage to the Lost-and-Found section of the entry airport and go through the related formalities.
- 2) Fill out the lost-property claim form; inform the Lost-and-Found section of the tourist's name, telephone number and room number of the staying-hotel. And record the telephone number and person-to-contact of the Lost-and-Found section as well as the address and telephone number of the airline office.
- 3) Before the luggage is found, help the guest to buy some everyday life necessities.
- 4) Before the departure, help the guest to give the airline company the name, telephone number of the host travel agency, national itinerary and name and telephone number of each hotel on guest's itinerary.
- 5) If the luggage is lost and cannot be found, the guest can claim it for compensation to the respective airline company.

7. *How to work with a group that has encountered unpleasant or unhappy experience?*

- 1) Take care of the tourists and try to know the truth. The guide should do his best to serve them well by the itinerary.
- 2) Be mentally prepared to overcome such difficulties.
- 3) Personally contact all the host units and provide the best service in transporting, accommodation and catering to redeem the reputation.