

《海南模拟导游实务英语教程》

图书基本信息

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内容概要

本书共分为四个部分：第一部分为英语导游实务，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

书籍目录

Part One Practice and Norms of English Tour Guide

Chapter 1 Receiving Guests

Simulated Dialogues

Scene1 Receiving independent tourists at the airport arrival lobby

Scene2 Receiving a tour group at the airport arrival lobby

Scene3 By the coach

Useful Sentences and Expressions

Finding guests

Self-introduction

Giving greetings

Confirming numbers of the tourists/luggage

Moving out of the airport/railway station

Offering help

Role-play

Guide's Norms and Emergency Handling

Chapter 2 En Route to the Hotel & Welcome Speech

Simulated Dialogues

Scene 1 On-the-way guiding

Scene 2 Delivering a welcome speech on the coach

Useful Sentences and Expressions

Asking for attention

Giving welcomes

Self-introduction

Introducing a person to a group

Expressing intentions to provide good service

Giving good wishes for a pleasant stay

Role-play

Guide's Norms and Emergency Handling

Chapter 3 Checking in at the Hotel

Simulated Dialogues

Scene 1 Group check-in with reservation

Scene 2 FIT check-in

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Before checking-in

Registering the guests

Assigning rooms to the guests

Introducing service

Role-play

Guide's Norms and Emergency Handling

Chapter 4 Itinerary Planning

Simulated Dialogues

Scene 1 Discussing a two-day tour in Sanya

Scene 2 Discussing the itinerary with individual tourists

Scene 3 Changing a visit to Xionglong Tropical Botanical Garden

Useful Sentences and Expressions

Starting discussion on the itinerary

Asking what the guests would like to see

Making suggestions about places to visit

Making suggestions about the procedures

Soliciting opinions

Role-play

Guide's Norms and Emergency Handling

Chapter 5 Sightseeing

Simulated Dialogues

Scene 1 Before departure

Scene 2 On the way to tour around Hainan Island

Scene 3 Visiting Mount Huangshan

Useful Sentences and Expressions

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On the way to a tourist attraction

Visiting lakes, rivers, and seas

Visiting temples

Visiting museums

Visiting parks and gardens

Visiting hills and mountains

Visiting towns and cities

Role-play

Guide's Norms and Emergency Handling

Chapter 6 Dining at Restaurant

Simulated Dialogues

Scene 1 Confirming the reservation

Scene 2 Introducing Chinese cuisine on the way to the restaurant

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Making a reservation or confirmation at a restaurant

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Introducing Chinese cuisine and specialties

Paying the bill

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Guide's Norms and Emergency Handling

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Scene 1 At the hotel lobby

Scene 2 At the theater entrance

Scene 3 On the bus back to the hotel

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Introducing the program

Explaining the duration of the program

Giving instructions about seating arrangements

Commenting on the performance

Role-play

Guide's Norms and Emergency Handling

Chapter 8 Shopping

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Scene 1 At the hotel lobby

Scene 2 In the tea store

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Getting information

Making comments

Bargaining

Role-play

Guide's Norms and Emergency Handling

Chapter 9 Dealing with Various Problems

Simulated Dialogues

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Refusing or declining the request

Negotiating

Role-play

Guide's Norms and Emergency Handling

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Scene 1 On the way to a tourist site

Scene 2 At the hospital

Scene 3 In front of the tour bus

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Comforting the guests

Seeking for help

Reminding the guests

Role-play

Guide's Norms and Emergency Handling

Chapter 11 Handling Complaints

Simulated Dialogues

Scene 1 At the airport lobby

Scene 2 On the tour bus

Scene 3 At the hotel

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Showing sympathy and apology

Calming others down

Making suggestions

Role-play

Guide's Norms and Emergency Handling

Chapter 12 Seeing off Guests & Farewell Speech

Simulated Dialogues

Scene1 At the hotel lobby

Scene2 On the way to the airport lobby

Scene3 An informal farewell speech to a tour group

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Confirming issues

Showing gratitude

Saying good-bye

Role-play

Guide's Norms and Emergency Handling

Part Two Simulated Guide on Major Scenic Spots of Hainan

1. A Brief Introduction to Haikou

2. Wanl Garden

3. Haikou Western Coast Park

4. Hairui Memorial Park

5. Five Officials Memorial Temple

6. Hainan Tropical Wildlife and Botanical Garden

7. Shishan Crater National Geological Park

8. Dongzhaigang Mangrove Nature Reserve

9. Dongjiao Coconut Grove

10. Wanquan River

11. The Site of Bo'ao Forum for Asia

12. Xinglong Tropical Botanical Garden

13. Xinglong Tropical Garden

14. The Dongshanling Ridge

15. Nanwan Macaque Island

16. Demarcation Islet

17. A Brief Introduction to Sanya

18. Yalong Bay National Holiday Resort

19. Tianya Haijiao

20. Dadonghai Tourist Resort

21. Luhuitou Park

22. Nanshan Cultural Tourism Zone

23. Small Caves (Wonders of the Sea and Mountain)

24. Wuzhizhou Island

25. Wuzhishan City and

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