

## 01

# Unit 1

## Meeting Tourists at the Airport



### Goals

This unit is designed to make the students know how to greet guests, introduce at the first meeting with tourists and transfer tourists from one place to another.

通过本单元内容学习，使学生：

- 了解如何与游客打招呼；
- 熟悉初次见面时的介绍；
- 掌握把游客从某处带到另一处的英文基本表达。



### Basic Sentences

1. Excuse me, but are you Mr. Brown from Los Angeles?  
对不起，请问您是从洛杉矶来的布朗先生吗？
2. I'm your tour guide from China International Travel Service (CITS). My name is Zhang Jun. You can call me my English name Jason.  
我是中国国际旅行社的导游。我叫张军，您可以叫我的英文名字 Jason。
3. May I help you with your luggage?  
要我帮你拿行李吗？
4. How was your trip?  
旅途怎么样？
5. The luggage claim area is over there.  
行李认领处在那边。
6. Is everyone here?  
本团所有的人都到齐了吗？

7. Hope you enjoy your stay here.  
希望您在这儿过得愉快。
8. Would you come this way, please?  
请这边走, 好吗?
9. I'm afraid you should have a rest.  
我想诸位一定需要休息一下了。
10. I'd like to give you a brief introduction to this ancient city while on the way.  
在这段行程期间, 我会简短地介绍一下这座古老的城市。
11. Is this your first trip to Beijing?  
这是你第一次来北京旅游吗?
12. I'll see to it that they go to our hotel as soon as possible.  
我要确保他们尽快到达酒店。
13. This is a well experienced driver.  
这位是我们的司机, 他是一名经验丰富的老司机。



## Background Information

### How to meet the tourists as a tour guide?

Meeting tourists is just the first step in the whole working procedure. As a tour guide, you should bear in mind the following things. In the airport lobby outside customs, the tour guide will wait for the arrival of tourists, greet them with warm heart, and line up the check-in luggage, then count and escort the passengers to the coach. On the coach, introduce the driver and yourself to the whole group and inform that they are in transit to the hotel.

作为导游, 迎接客人是整个工作程序中的第一步。你要记住以下几件事: 在机场海关外的大厅里, 你要等待旅游者的到来, 热情地欢迎他们, 整理好游客的托运行李, 然后清点游客人数, 并护送他们到旅游大巴上。在车上, 你要向大家介绍自己和司机, 并告知他们要前往入住的酒店。



## Listening Tasks

**Now listen to the following dialogues, fill in the blanks to find out how Zhang Jun, a young tour guide from China Youth Travel Service, is greeting the tourists from the United States.**



### ◆ Dialogue A

Zhang: Excuse me, but are you Mr. Smith from Los Angeles?

Mr. Smith: Yes, I'm John Smith.

Zhang: How do you do, Mr. Smith. \_\_\_\_\_ 1 \_\_\_\_\_. My name is Zhang Jun. You can call me my English name Jason.

Mr. Smith: Nice to meet you, Jason.

Zhang: Nice to meet you, too. \_\_\_\_\_ 2 \_\_\_\_\_.

Mr. Smith: Thank you.

Zhang: How was your trip?

Mr. Smith: Pretty good. But I feel a bit tired after the long flight.

Zhang: Yes, you must. You need a good rest first. We'll directly go to the hotel. All right?

Mr. Smith: Perfect!

Zhang: \_\_\_\_\_ 3 \_\_\_\_\_?

Mr. Smith: Yes, everything is OK.

Zhang: Very good. Our car is waiting at the parking lot. Let's go. May I help you with your luggage?

Mr. Smith: No, thanks. I can manage it by myself.

Zhang: This way, please.

### ◆ Dialogue B

Guide: Excuse me, but are you Mr. Brown, Holiday package group leader?

Mr. Brown: Yes, I am.

Guide: I'm a guide from China Youth Travel Service. My name is Peter Zhang. I have come here to meet you. Welcome to China.

Mr. Brown: Thank you very much.

Guide: \_\_\_\_\_ 1 \_\_\_\_\_?

Mr. Brown: Of course. Here you are. There are 20 pieces altogether.

Guide: Good. I'll see to it that they go to our hotel as soon as possible.

\_\_\_\_\_ 2 \_\_\_\_\_?

Mr. Brown: Let me check. Yes, all here.

Guide: That's all right. Shall we go now? Our coach is waiting at the parking lot.

Mr. Brown: Sure. After you.

### ◆ Dialogue C

Guide: This is our bus, Find your sit, please.

Guide: Good afternoon, ladies and gentlemen. Are we all on the bus?

Tour leader: Just a moment, please. Mrs. Johnson is not here yet. Oh, there she comes.

Mrs. Johnson: I'm sorry. Am I the last one?

Guide: Yes, but that's all right.

Tour leader: Well, yes! We are ready to go.

Guide: OK, ladies and gentlemen. Welcome to Beijing! \_\_\_\_\_ 1 \_\_\_\_\_.

This is our driver Mr. Han. He is a well experienced driver. My name is Guo Nan. \_\_\_\_\_ 2 \_\_\_\_\_. Now, we are heading for our hotel, the Kempinski Hotel. It's just in the downtown area. It will take us 30 minutes to get there. So please sit back and relax yourselves. I'd like to give you some general information of our city.

Tour leader: That's great.

### ◆ More for Practice

#### Section A. Pair work

**You are a tour guide. Make short dialogues with your partner who just arrived at the airport. Do greetings to the following guests.**

1. Mr. and Mrs. George from U.S.A
2. Mr. Black who is a package group leader
3. Mr. Brown from Canada
4. Mr. Wilson from Britain on his first trip to China
5. Miss Scott on a familiarization trip to China



## Reading Tasks

### ◆ Reading Task 1

#### Steps of giving welcome speech

##### **STEP 1**

Know your material. As well as the basic facts, also become familiar with the background information of the tour. Different individuals may ask different questions and you want to be able to provide them with the information they request.

##### **STEP 2**

Frame your tour speech using the 5-Ws: who, what, when, where and why. Cover all these points and you can be sure that you are providing the essential information.

##### **STEP 3**

Establish at the beginning of the tour speech whether people can ask questions as you go along, or if you prefer that they hold their queries until you are finished. A rough guideline is that with a group of 10 or more it is better to hold the questions, as otherwise you may get sidetracked.

##### **STEP 4**

Error on the side of being brief. Stick to the essential information and if people are interested they will ask questions that will prompt you to continue speaking. Nothing bores a tour audience faster than a guide droning on just to hear the sound of her own voice.

##### **STEP 5**

Rehearse your tour speech. Practice does make perfect, so the first time you deliver the speech, present it to yourself in front of a full-length mirror. By watching yourself you can spot where you need to improve your delivery. It is also an opportunity to see your own quirks and nervous twitches that you may want to eliminate before you address the tour group.

##### **STEP 6**

Speak slowly and clearly. The best tour information about special attractions or upcoming events can be lost if you breeze over the material and talk too quickly. Listen to a recording of yourself. Put yourself in the place of the tour group and assess whether you can understand your entire speech.

**STEP 7**

Maintain eye contact with the tour group. It is important to look at the audience when you are delivering the speech, rather than gazing at the floor or looking out the window. Keeping an eye on your audience also helps you gauge whether or not they are following your speech.

Decide whether the following statements are true or false. Please tick "T" for true and "F" for false.

- \_\_\_\_\_ 1. To know your material, you only need to get the basic points.
- \_\_\_\_\_ 2. 5-Ws refers to who, where, what, why and whether.
- \_\_\_\_\_ 3. It is better to hold questions for a group of 20.
- \_\_\_\_\_ 4. The first time you deliver a welcome speech, present to yourself in front of a small mirror.
- \_\_\_\_\_ 5. To save your time you should speak as fast as you could.

**◆ Reading Task 2****Welcome Speech**

Good evening, ladies and gentlemen. It's my pleasure to have friends from afar. Welcome to Beijing. Please sit back and relax. Your luggage will be sent to the hotel by another bus, so you don't have to worry about it.

First, please allow me to introduce ourselves. This is our driver Mr. Liu. He has 15 years of driving under his belt, so you are in very safe hands. My name is Zhang Jun, but you may just call me my English name Jason. We are from China International Travel Service. On behalf of Beijing CITS, I'd like to extend a warm welcome to you all.

During your stay in our city, we'll do our utmost to make your visit a pleasant and memorable one. If you have any problem or request, please don't hesitate to let us know. You are going to stay at the Holiday Inn. We'll go there directly. It will take us thirty minutes to get to the hotel. I'd like to make a brief introduction of the city this ancient city while on the way. As you'll stay in our city for four days, I strongly recommend you to remember the number of our bus. The number is 961852. Let me repeat, 961852. And besides that, your cooperation will be highly appreciated. Thank you.

I hope you will enjoy your stay in Beijing.

Answer the following questions according to the text.

1. Who is Zhang Jun?

\_\_\_\_\_

2. Where is the welcome speech delivered?

\_\_\_\_\_

3. What is Jason going to do after this part of speech?

\_\_\_\_\_

4. How will the luggage of the tourists be sent to the hotel?

\_\_\_\_\_

5. For how many days will Jason and the tourists be together?

\_\_\_\_\_

### ◆ More for Practice

Section B: Group work

**There are some things you should bear in mind while meeting overseas tourists as a tour guide.**

1. Greet tour members as they arrive .
2. Make sure the number of group members .
3. Count the number of checked group luggage .
4. Escort the tourists to the coach .
5. Take a count of tourists on the coach .
6. Inform the tourists of the transferring .
7. Give a brief introduction to the city or the country .

Can you use the above tips to cope with the following situation?

Mr. William Smith is a tour leader from New York. The group has just arrived at the Beijing International Airport this evening. This is their first trip to China. There should be 18 guests all together according to the travel service plan. But one couple didn't come for sudden illness. You are a local tour guide form a travel service. You just come to the airport to receive the guests.



## Writing Tasks

These sentence patterns are often used when meeting tourists as a guide. Use each of them to complete the sentences.

1. May I help you ...?

(1) Be careful. \_\_\_\_\_ (要我扶您上车吗?)

(2) Don't worry. \_\_\_\_\_ (要我帮您照顾一会儿小孩吗?)

2. Could you ..., please?

(1) I have to get up early tomorrow. \_\_\_\_\_  
(您可以六点钟叫我起床吗?)

(2) I'll check the arrival list. \_\_\_\_\_  
(可以告诉我您的名字吗?)

3. I'd like to...

(1) Now we arrive at the Forbidden City. \_\_\_\_\_  
(我要带领大家参观这个著名的景点。)

(2) Nice to meet you, Mr. Brown. \_\_\_\_\_  
(我要给您介绍一下我们的经理。)

4. I'll see to it that...

(1) Are we all here? \_\_\_\_\_  
(我要确保你们按时回到酒店。)

(2) I'll meet you at the entrance. \_\_\_\_\_  
(千万注意别再迟到了。)



## Words and Expressions

tourist [tuərist] *n.* 旅游者

baggage/luggage *n.* 行李

baggage check 行李牌

baggage/luggage claim area 行李认领处

tour leader 旅游团领队

tour service 旅行社

a familiarization trip 考察旅行

brief [bri:f] *adj.* 简短的

introduction [intrədʌkʃən] *n.* 介绍

ancient ['eɪnfənt] *adj.* 古老的

procedure [prə'si:dʒə] 程序

bear in mind 记住

lobby [lɒbi] *n.* 大厅, 休息室

customs ['kʌstəmz] *n.* 海关



arrival [ə'raɪvəl] 到达  
 line up 整队, 排列起  
 count [kaunt] v. 计数  
 check-in 报到处, 登记处  
 escort ['eskɔ:t] v. 护送, 陪同  
 passenger ['pæsɪndʒə] n. 乘客, 旅客  
 coach [kəʊtʃ] n. 长途汽车  
 inform [ɪn'fɔ:m] v. 告知  
 in transit 运送中  
 package tour (由旅行社代办全部事宜的) 包办旅行  
 see to it that 注意; 务必做到, 确保  
 on behalf of 代表  
 colleague ['kɒli:g] n. 同事  
 extend [ɪks'tend] v. 给予, 提供  
 deliver [dɪ'lɪvə] v. 陈述, 发表

essential [ɪ'senʃl] *adj.* 必要的  
 sidetracked 转变话题的, 分心的  
 prompt [prɒmpt] v. 促使  
 drone [drəʊn] v. 絮絮叨叨地说  
 rehearse [rɪ'hɜ:s] v. 排练, 练习  
 quirks [kwɜ:k] n. 怪癖, 奇事, 巧合  
 twitch [twɪtʃ] n. 抽搐, 抽动  
 breeze over 粗粗略过  
 couple [kʌpl] n. 夫妇  
 check [tʃek] v. 核对  
 arrival list 到达人员名单  
 the Forbidden City 紫禁城  
 scenic ['si:nɪk] *adj.* 景色优美的  
 spot [spɒt] n. 地点, 场所  
 entrance [entrəns] n. 入口

### Related Words and Expressions of This Unit

arriving passenger 抵港乘客  
 departure lounge 候机大厅  
 the Kempinski Hotel 凯宾斯基酒店  
 CITS (China International Travel Service) 中国国际旅行社

boarding card 登机卡  
 baggage check / inspection 行李检查  
 the Beijing International Airport 北京国际机场  
 Los Angeles 洛杉矶