

导游规范十问十答（英文版）导游资格考试 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/509/2021_2022__E5_AF_BC_E6_B8_B8_E8_A7_84_E8_c34_509055.htm Regulation — Miss the

group

1. Report to the travel agency immediately, reconfirm when and where the group will arrive
2. Contact the group leader or my partner directly, so that I can find the group as soon as possible
3. Make apology to the guests and explain the reason why I missed the group
4. Provide some extra service to make up for the inconvenience occurred to the guests
5. Try to improve my work so as to get the understanding from the guests

二 the guests require for shopping before departure

1. I will explain to the guests there is not enough time for you to do so, or you will not catch the plane.
2. Distribute the plane tickets to the guests respectively and what kind of transportation tool they will get
4. If the guests do want to do so, I will ask the guest to sign the application of leaving group, and tell the guest you will be responsible for consequence occurred.

三 The guests require separate food

1. Refuse the guests' request politely and explain to them why
2. Tell them that if you do want to have separate food, you have to pay the bill by yourself.
3. If the guests suffer the illness, I will try my best to help them get the separate food paid by the guests accordingly.

四 The guests require to leave the group in a half-way

1. Refuse the guests' requirements politely and explain why
2. Report to the travel agency
3. If the guests do want to do so, the travel agency has to return the money to the guests as stipulated in the contract signed between the guests and TA
4. Keep

the proof left by the guest in which states that the guest will be responsible for the consequence if they leave the group

五 The guests request to go to see the relatives

- 1.To fulfil the guests ' requirements within my ability
- 2.Help them to contact their relatives and friends
- 3.Remind them the safety and other things
- 4.Tell the guests to come back in time and when and where we can meet

六 The guests do something dangerous

- 1.Persuade them not to do that/prevent them from doing that
- 2.Explain to them,if you do so,you will be in danger.

七 Preparation work before receiving the group

- 1.To be familiar with the schedule,reconfirm when and where the group will arrive
- 2.To get the data of group from the TA,prepare the tools such as tour guide card,microphone,guiding banner
- 3.To meet the bus driver in advance and double check the route,sign the bill of renting bus
- 4.Reach the meeting place ahead of 15 minutes at least and wait for the guests to come

八 Preparation work for sending the group off

- 1.Confirm when and where the group will depart
- 2.Make all the expenses occurred done
- 3.Tell the guests to take plane ticket,passport & visa and personal belongings before departure

九 Farewell speech (key points)

- 1.To recall the trip briefly
- 2.Thank the guests for their cooperation and support
- 3.To say sorry for the inconvenience occurred to the guests during the trip
- 4.To ask the guests to offer suggestions and express the willingness to improve the work
- 5.Remind the guests what they should pay attention to before departure
- 6.To welcome the guests to travel again on behalf of TA,bus driver and all colleagues

十 Welcome speech (key points)

- 1.To extend welcome to the guests on behalf of TA,bus driver
- 2.To

welcome the guests to tour our city 3.Make self-introduction and introduce other colleagues to the guests 4.Express the sincerity of providing service 5.Tell the guests itinerary briefly 6.To say some blessing words to the guests"#F8F8F8" 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com