

英语导游口试问答参考题(一)导游资格考试 PDF转换可能丢失图片或格式，建议阅读原文

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1、把客人从机场接到后送往酒店的途中，请你致辞欢迎他们，内容应包括介绍自己、司机及下榻的酒店。范文：欢迎大家来到哈尔滨。请允许我作自我介绍，我是你们的全程陪同，我叫XX。我来自中国国际旅行社。前面开车的是王师傅，他有多年的驾驶经验。现在我们要去的是即将下榻的酒店天鹅饭店。希望你们在哈尔滨能玩的愉快。

1、 Please make the Welcome Speech to the tourists on the way from the airport to the hotel. The contents include the introduction of yourself, the driver and the hotel. Model: Ladies and gentlemen, welcome to Harbin of China. First, please give me a chance to introduce myself. I am the national guide. My name is ... I come from the China International Tour Agency. The driver serve for us is Mr. Wang, he is a man of rich experiences of driving. Now we are going to the hotel named _____Swan Hotel. I hope you will have a good time in Harbin.

2、旅游者在不影响团体旅游计划的前提下要求自由活动，地陪应做好哪些工作。答：A、旅游者离开饭店时提醒他们带上饭店店徽、饭店名片或写字条。 B、提醒他们不要走的太远，不要太晚回饭店及其它安全注意事项。 C、地陪还应帮助旅游者找车辆（车费由旅游者自付）。

2、 What do you think a local guide should do when the tourists want to have free activities without affecting the whole travel plan? Model: A: Remind the tourists of taking the sign or the name card of the hotel, or write a note with the

important things . B :Remind them not go too far away and don ' t come back so late . And then remind them something else about their safe. C : The local guide must help the tourists to take a taxi .(Pay the bill himself .)

3、 作为地陪应如何认找旅游团？ 答：旅游团所乘班次的客人出站时，地陪要设法尽快找到旅游团。

A、地陪应举接站牌站在出口处明显的位置上，让领队或全陪前来联系； B、地陪应根据旅游者的民族特征、衣着、组团社的徽记等作出判断，或主动询问，问清该团领队（或客人）姓名、人数、国别、团名。 C、一切相符合才能确定是自己所要接待的旅游团。

3、 How to recognize the tour groups as a local guide ? Model : When the tour groups arrived at the exit ,the local guide must try to recognize it at once. A : The local guide should stand at the obvious place next to the exit and raise the sign ,wait the national guide or the travel leader to meet.B : The local guide can assess the situation according to the national feature , costume of the tourists ,or the sign of the travel agency .And the local guide also can make enquiries on his own initiative , ask about the travel leader or the tourists ' name , numbers , nationality ,the name of the tour group and so on .C : You can make sure it is the tour group you ' ll meet if meet all the details .

4、 在车上，清点人数有何技巧？ 答：A、目点，切忌用手指； B、点车上的剩余空位。

4、 What is the count technique on the bus ? Model : A : Just count in mind .Don ' t count with your fingers . B: Count the vacant seats on the bus .

5、 在购物导游服务中，地陪应注意哪几个方面？ 答：A、严格按照旅行社规定服务； B、了解对象，因势利导； C、当好购物参谋； D、积极维护旅游者的利益。

、 What must the local guide should pay attention to when go shopping ? Model : A: Abide by the rules of the travel agency rigorously. B: Know the tourists well , and take tide at the flood . C: Be a good guide while shopping . D : Protect the tourists ' benefits actively .

6、 在游览期间，一名新加坡游客不慎丢失中国护照，导游人员应如何处理？ 答：A、 应有遗失地接待旅行社开具证明，失主持旅行社开具的证明去当地公安局报失，由公安局开具证明； B、 失主持公安局开具的报失证明，随身携带照片、资料去所在国驻华使领馆申办新护照； C、 领到新护照后，再到当地公安局出入境管理处办理签证手续。

6、 A Singaporean tourist carelessly lost his passport during the trip. How to deal with this problem? Model : A : The loser must get a certificate which made out from the travel agency .And then go to the police station to report ,come out a certificate there also .B : The loser must bring the certificate , photos and some documents to apply for a new passport at the Singaporean Embassy in China .C : After getting the new passport , then apply for the new visa at the Entry-Exit Office of the local police station .

7、 在某景点游览结束后，发现个别旅游者走失，地陪应采取什么措施？ 答：A、 了解情况，迅速查找； B、 向景点有关部门报告，寻求帮助； C、 打电话与饭店联系； D、 向旅行社报告； E、 做好善后工作； F、 写出事故报告。

7、 If a tourist lost after touring a scenic spot. What a local guide should do? Model : A : Ask about the details ,and look for him quickly . B : Report to the office of the scenic spots and ask for some help. C : Give a telephone call to the hotel . D : Report to the travel agency . E : Deal with the rehabilitation works . F : Write

down the accident report . 8、在住店期间，发生火灾事故，导游人员应采取什么措施？答：A、立即报警；B、迅速通知旅游的领队和全团旅游者；C、迅速与现场工作人员一起通过安全通道疏散旅游者；D、引导旅游者自救；E、处理善后事宜。 8、What a local guide should do if meet the fire affairs when stay in the hotel? Model : A : Report it at once. B : Notify the tour leader and all the group members immediately. C : Evacuate the tourists to pass the thoroughfare safety with the staff of the hotel quickly . D : Lead the tourists to save themselves. E : Deal with the rehabilitation works. 9、在旅行途中，如发生交通事故，导游人员应采取什么措施？答：A、首先组织抢救；B、保护现场，立即报案；C、迅速向旅行社汇报；D、做好其他旅游者的安抚工作；E、写出书面报告。 9. If a traffic accident happened during the trip .What will the tour guide do ? Model : A : First give the first aid to the tourists. B : Keep the scene intact and report to the police. C : Report to the travel agency immediately. D : Pacify other tourists. E : Write down the written-report. 10、发生旅游者食物中毒事件时，导游人员应采取什么措施？答：A、首先应设法催吐，并让食物中毒者多喝水以加速排泄，缓解毒性；B、然后将患者送往就近医院抢救，并请医生开具诊断证明；C、报告旅行社，追究供餐单位的责任。 10、If a food poisoning taken place , what a tour guide should do ? Model : A: First try to vomit, drinking a lot in order to speed up the metabolism and reduce the toxicity. B : And then take the patient to the nearest hospital .Let the doctor make out a medical certificate. C : Report to the travel agency and find out who is to blamed? 更多导

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