

08年英语导游口试问答参考题(二)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、旅游活动中，如有旅游者发生骨折，导游人员应如何处理？答：A、初步处理：止血、包扎、上夹板；B、送医院治疗；C、事后，导游人员应前往医院探望伤者。

1、 If a tourist ' s bone broken during the trip, what can the tour guide do? Model : A: First, stop bleeding , bind up the wound and put in splints . B : Take the patient to the hospital . C : After that , the tour guide must visit the patient at the hospital .

2、在旅行途中，如有旅游者心脏病发作，导游员该如何处理？答：导游员应采取措施，让患者平躺，请求机组人员、列车员或船上的服务人员在交通工具上寻找医生，进行急救，并通知下一站急救中心和旅行社做好抢救准备。在交通工具达到下一站前，还可请领队或亲属在病者衣袋内寻找常备药物，让其服用，以缓解病情。

2、 What will a tour guide do if some one has a heart attack during the trip ? Model : The tour guide must take first-aid measures . Let the patient lie down, ask for some help to the staff , train man or the ship clerk to look for a doctor. And give an emergency treatment. Notify the next first-aid station or the travel agency to get ready for it. Before arriving at the next station, ask the leader or the relatives to find some medicines in his pocket to feed him and release the condition.

3、旅游者因对服务质量不满意提出投诉，导游员应如何处理？答：A、主动与旅游者沟通；B、认真倾听；C、核查、分析投诉原因；D、认真处理，积极弥补；E、做好说服、调解工作；F、继续

做好服务工作。 3、 What a tour guide should do when a tourist lodge an appeal that is not satisfied with the service ? Model : A : Talk to the tourist actively. B : Listen attentively to the appeal of the tourist . C : Check up and find out the reason . D : Deal with the matter carefully and make up the fault. E : Try to persuade and mediation of the event . F : Keep on serving the tourists well.

4、 住双人间的一名游客因与同房游客生活习惯不同，要求住单人间，你作为导游员应怎样对待这一要求？ 答：导游员应请领队调解或在内部调整住房。如调解、调配不成，饭店如有空房可满足其要求，但要事先告知游客：房费自理，原则是谁提出换房谁付费。

4、 As a tour guide, how to do when a tourist want to stay a single room, the reason is that his way of life is different from the other visitor in the double room . Model : The tour guide should let the travel leader change the room internal. However we can arrange another vacant room, but tell the tourist he must pay the room himself because he wants to change another room .

5、 交换名片有什么规矩？ 答：递名片时应用双手（至少用右手），目视对方，微笑致意；接名片时用双手，以示尊敬；接过名片要认真看一遍，不要马上装入口袋，更不要在空中玩弄。在与西方人交往时要注意，他们一般不随意交换名片。

5、 What are the rules of exchanging the name cards ? Model : We must use our both hands (use the right hand at least) ,make eyes contact with others and smiling when you give the name cards to the others. When we receive the name card , we must use double hands and see it first to show our polite. Neither put it in the pocket directly, nor play it in hand. We must pay attention to get along with the

westerner. They don't get used to exchanging the name card casually.

6、以翻译的身份赴宴，要注意什么？翻译自行向客人祝酒，可以吗？为什么？答：以翻译的身份赴宴时要注意：

A、不得喧宾夺主，不要自行向客人祝酒，不要随意为客人布菜； B、时刻准备翻译，不要在嘴里放过大大、过多的食物，最好不吃带刺带骨的东西。 C、不得边翻译边抽烟。

6、What must pay attention to while going to a feast as a translator? Model: We must pay attention to A: Don't have the secondary replaces the primary. Don't get the toast arbitrarily. Don't pick up food for the guests. B: Preparing for translation anytime. Don't put the bigger or more food in mouth. We'd better not to eat something with bone or thorn. C: Don't translate and smoke at the same time.

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