

2009年导游考试口试问答方面导游资格考试 PDF转换可能丢失图片或格式，建议阅读原文

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一般是有固定的导游词题目，关于口试的问题，是有题库的，很多很多的题，不过一般是书上的内容，就看你抽的是什么题了。如果有培训班，一般你可以向老师要一部分口试题，看看基本口试题都是什么形式的。可以参考一下，看看口试题的题型一般是什么样的。

- 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 change 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
时，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。

5、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? 11、 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。 11、 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 . 12、

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。 12、 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. 13、 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。

13、 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.

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