

I ntroduction

In this unit, we mainly focus on how to welcome our guests, which is not a simple job: we need to leave them good impression, as the saying goes: “a nice beginning is next to triumph”. A harmonious journey needs cooperation from all the tourists, and a nice initial impression will help us on the point. Remember these are on the *Bible* to the guests’ satisfaction: smiling, patience, and always thinking for them.

O ral Breakthrough

Read the dialogues below and answer the questions.

Receiving the Tourists at the Airport



Dialogue One

Scene: In the airport lobby. Lin Chen, a young tour guide from China International Travel Service (CITS), is greeting a tourist group from UK headed by Mr.

Davison.

G—Lin Chen L—Mr. Davison

G: Excuse me, are you Mr. Davison, the tour leader from the Blue Sky Travel Service in London?

L: Yes, I am.

G: I'm Lin Chen, the local guide from China International Travel Service, Beijing branch.

L: Nice to meet you.

G: Nice to meet you, too. Welcome to China and Welcome to Beijing.

L: Thank you.

G: So, how is everything going? Is everything fine?

L: To be honest, not as good as we previously imagined. Strong smog postponed our flight for more than 13 hours, and one of our members, Mr. Johnson canceled the trip because of an emergency. And Mrs. Browning hid her heart disease, thus she broke the contract and was not able to come.

G: I am sorry to hear that. So, here should be 29 guests, 2 less than we planned.

L: Yes, that's right.

G: That's not too bad. Let me say hello to everyone.

Dialogue Two

Scene: Lin Chen is making travel arrangements for her guests.

G—Lin Chen T_A—Tourist A T_B—Tourist B

G: Hello everyone, it's really nice to see you here. Welcome to China, a country with a long history of more than 5,000 years; welcome to Beijing, where was, and is the capital of the country. My name is Lin Chen, the local tour guide, you can call me Lin. We are going to stay together in the next 7 days. I hope we can get on well with each other and bring you just satisfaction. What's more, I hope the vacation time in China can be a memorable moment and forever on our mind. Now, any questions?

T_A: Where are we going next?

G: Now, after a long time on the way, everyone must be very tired. So we first get ourselves settled down and have a nice shower and good rest. Five minutes later, we'll call the roll to check if everyone is OK, making sure that there is nothing wrong with our luggage. Then, we'll take a bus ride to the hotel.

T_B: I am really tired out, can I eat in my own space?

G: Of course, sir. During the buffet dinner, you can call the reception desk to order you your food, and there would be no additional expense.

Any more questions? If everything is OK, we will start to call the roll. After you are called, you can go to bathroom over there.

OK, everybody is all right, let's get on the bus and leave for the hotel!

Task One Answer the questions.

1. Which travel agency is Lin Chen from?

2. How many tourists there planned to be? How many tourists arrive in China, Beijing?

3. Why is the flight from London to China delayed?

4. Why is Mrs. Browning absent from the team?

5. Can the guests order food to their own rooms? Would there be extra fees?

Task Two Act out the above dialogues with your partners.

Task Three Imagine you are one of the foreign guests, what would you like to ask when you arrived? Make conversations with your partners and share with your classmates.

Tips for Meeting a Tour Group at the Airport

1. Make sure the arrival time of the tourists' vehicle before going to receive the tourists.
2. Contact the bus driver; inform him/her of the starting time and meeting place. Be sure to get to the destination half an hour earlier.
3. Arrive at the destination half an hour earlier, talk with the driver over the best parking place. Then contact the information desk of the airport (railway station, dock), verify the exact time of tourist's arrival.
4. Before meeting the tour group, inform the baggage clerk where and when to fetch baggage and where to send the baggage.

5. Before the tour group comes out, stand at a visible place where passengers exit, with receiving sign held high in the hand. On the sign, there should be the name of the tour group, the name of the group, and the name of the tour leader.

Words and Expressions

sightseeing /'saɪtsi:ɪŋ/	n.	观光;浏览
tour leader		旅游团领队
because of		因为
break the contract		违约
get on well with		和……相处得融洽
what's more		更进一步地(表示程度上的加深), 而且
on one's mind		在……的脑海中, 在……的记忆中
settle down		安顿下来
make sure		确定, 确保……(后面可以跟 of sth, 或者 that 从句)
tired out		疲惫不堪
buffet dinner		自助餐
call the roll		点名
leave for		离开朝某地进发

E ar Storm

Listen to the passage below, which might be an entire one or divided into several parts, after the whole passage or certain parts, there would be a pause and you can finish the tasks as required. The passage would be read for three times, during the first time, you can glance at its general information; during the second time, you are required to finish the tasks; and during the last time, you can check your answer.

Section One

About the Welcome Speech

Having got your guests, what you need to do next is: achieving their favorable impression, making them feel you are trustworthy. In a word, we are trying to create a nice beginning thus every tourist in the group would feel that they are going to have a nice time during their trip. How could we make this? A welcome speech may be the best solution. Of course, there are some tips to help us.

A formal welcome speech should include:

- a. Greetings
- b. Extend your warm welcome on behalf of the travel agency you are representing.
- c. Self introduction
 - a) _____
 - b) _____
 - c) _____
- d. Introduction of your travel agency
- e. Introduce the driver
- f. Express your wish to extend excellent service.
- g. Express your wish for the tourists to have a good time
- h. Brief introduction of the hotel
 - a) _____, _____ and _____ of the hotel (including distance and time to the hotel)
 - b) Distinctive features of the hotel; its facilities and services provided
- i. En route guiding (_____. Morning? Noon? Night?)
 - a) Geography of the city (including climate, area, population and best season to travel)
 - b) Brief introduction of the city (including local history, customs, culture, cuisine, products and so on)
 - c) Sightseeing along the way
- j. After arriving at the hotel, announce the place to meet. (Remind tourists of the bus number.)

Task Four Fill in the blanks with what you have heard.

Task Five Answer the questions below.

1. What is welcome speech for?

2. What should we do when we have arrived at the hotel?

Section Two

Welcome Speech

Good afternoon, ladies and gentlemen. Welcome to _____. Please sit back and relax. Your luggage will be sent to the hotel by another bus. Let me introduce our team first. This is our driver, Mr. _____. He has _____ years of driving under his belt, so you are in very safe hands. Mr. Lin, a recent college graduate, is a trainee tour guide. My surname is Gao, you can call me Xiao Gao. We are from the _____
_____. On behalf of CITS Shanghai branch and my colleagues, I'd like to extend a warm welcome to you.

During your stay in our city, Mr. Lin and I will be your local guides. We will do everything possible to make you enjoy a pleasant experience. If you have any problems or requests, please don't hesitate to let us know.

You are going to stay at the Lily hotel, a _____ hotel. As you'll be staying in our city for two days and a half, you will do well to remember the number of our bus. The number is 12345. Let me repeat: 12345.

The flight from _____ to Shanghai has taken you from the western hemisphere to the eastern one. The time difference between the two cities is 16 hours. Please reset your watches to Beijing time, which is 8:15 pm now. Although China spans five time zones, the entire country follows Beijing standard time.

There is one thing I must tell you now. You must not drink any tap-water in the hotel because the unboiled water might make you ill.

I hope you will enjoy your stay in my city!

Task Six Fill in the blanks with what you have heard.

Task Seven Answer the questions below.

1. When did the tour group arrive at their destination?

2. Who is the speaker? What does she do?

3. Who would accompany the tour group with the speaker during the tour? Is he an experienced tour guide?

Words and Expressions

favorable /'feɪərəbl/	a.	赞成的, 讨人喜欢的
trustworthy /'trʌstɪwɜ:ðɪ/	a.	可信赖的
solution /sə'lju:ʃən/	n.	解决方案
greeting /'gri:tɪŋ/	n.	祝贺, 问候
self introduction		自我介绍
extend /ɪks'tend/	v.	扩充, 延伸
excellent /'eksələnt/	a.	卓越的, 极好的
brief introduction		简要介绍
location /ləʊ'keɪʃən/	n.	地理位置
distinctive /dɪs'tɪŋktɪv/	a.	特别的, 区别显著的
sightseeing /'saɪtsi:ɪŋ/	n.	风景
cuisine /kwi:(:)'zi:n/	n.	餐饮文化
China International Travel Service		中国国际旅行社
colleague /'kɒli:ɡ/	n.	同事
local guide		地陪导游
hesitate /'hezɪteɪt/	v.	犹豫, 踌躇不前
on behalf of		代表
luxurious /lʌɡ'zjuəriəs/	a.	奢侈的, 豪华的
extend a warm welcome		致以热烈的问候
meet old acquaintances and make new friend		遇故知, 结新欢

Integrated Practice

Here is a commentary of the Imperial Palace, read it and finish the tasks below, then suppose you are a tour guide, introduce the Imperial Palace to the tourists.



Good morning, ladies and gentlemen,

I feel myself to be honoured to introduce you, my dear guests, one of the greatest Chinese cultural inheritances, the presentative of typical Chinese architecture: the Imperial Palace.

Standing in the center of Beijing, the entire palace area is surrounded by walls ten meters high and a moat 52 meters wide. At each corner of the wall stands a watchtower with a double-weave roof covered with yellow tiles.

As we step closer and closer, these magnificent has gradually taken off its mask and show us its essence. The main buildings, the six great halls, one after the other, are facing south along the central north-south axis from the Meridian Gate, the south entrance, to Shennwumen, the great gate goes through in the north wall. On either side of the palace are many small buildings. In the northeastern section lie the six Eastern Palaces and in the northwestern section the six Western Palaces. The Palace area is divided into two parts: the Outer Court and the Inner Palace. The Outer Court consists of the first three main halls, where the emperor had grand ceremonies. The Inner Palace was the living space for the imperial residence. At the end of the Inner Palace is the Imperial Garden where the emperor and his family had fun.

Let's put our eyesight along the main entrance, which leads us to the Palace is the Meridian Gate, which was so named because the emperor considered himself the "Son of the Heaven" and the Palace the center of the universe. The gate is crowned with five towers, commonly known as the Five-Phoenix Towers, which were installed with drums and bells. When the emperor went to the Temple of Heaven, bells were struck to mark this important moment.



Beyond the Meridian Gate unfolds a vast courtyard across which the Inner Golden Water River runs from east to west. The river is spanned by five bridges, which were supposed to be symbols of the five virtues prized by Confucius — benevolence, righteousness, rites, intelligence, and fidelity.



At the north end of the courtyard is a three-tiered white marble terrace, seven meters above the ground, on which, one after another, stand three majestic halls: the Hall of Supreme Harmony, the Hall of Complete Harmony, and the Hall of Preserving Harmony.

Having taking a glance at the architectural complex around them, let's take a short break and latter get inside it, then we'll know the essence of Chinese royal life.

Task Eight Answer the questions below.

1. How many parts are there in the palace area?

2. Where did the emperor live? And where did the emperor have big ceremonies?

3. What is not stand for by the five bridges over the golden river?

4. If you were the tour guide that is due to introduce the Imperial Palace to the foreigners, what will you say?
