

导游英语口语测试题库

Dialogue 1

As a local guide, you are picking up a group from the UK led by Mr. Grant at the airport. You are holding a welcome sign with “Grant” and your company’s name on it. Your dialogue will include the following points:

- A. Greetings.
- B. Ask if the group is led by Mr. Grant.
- C. Make a brief introduction to yourself and your company.
- D. Inquire details concerned.

Dialogue 2

Perform as the tour guide to get a last minute notice of “change of plan” which requires you to rush to the airport to meet a tour group. The tourists have been waiting for a long time when you get there and they are full of grumbles. Please make a dialogue with them to deal with the complaints. Your dialogue will include the following points:

- A. Make an apology.

- B. Explain the reasons for being late.
- C. Give some solutions.

Dialogue 3

Perform as a local guide. Before you receive the group, you call Hilton Hotel to change your reservation for the group. But there is no room available. Make a dialogue with the receptionist. Your dialogue will include the following points:

- A. Introduce yourself and your group.
- B. Tell the receptionist that you need one more double room for two new comers.
- C. Ask the receptionist whether the room is available.
- D. Discuss with the receptionist for the solutions.

Dialogue 4

Suppose you are a tour guide, after identifying your group, you find that a guest lost one piece of his luggage and looks very anxious. You try to help him get it back. Your dialogue with the guest will include the following points:

- A. Soothe the guest.

B. Ask for the details about the luggage: size, color, material, etc..

C. Contact the concerned department of the airport.

Dialogue 5

Act as a local guide. Now, you are taking Tom, an individual guest from the airport to the hotel. You are talking with him when the coach is about to start. Your dialogue will include the following points:

A. Introduce yourself, your travel agency and the driver.

B. Give a brief introduction to the city and the hotel.

C. Answer some questions asked by the guest.

Dialogue 6

Act as a tour leader. You are taking fifteen tourists to San Francisco at the airport. The flight has been delayed due to engine trouble. You contact the clerk of the airline counter with the following points:

A. Tell the clerk who you are and your group number.

B. Ask if new departure time available and what's the new check-in time.

C. Tell the clerk that the group should arrive in Beijing before 6:00 p.m. for a connecting flight to San Francisco, and ask if there is another flight available.

D. Give the passports and boarding cards to the clerk for the new flight.

Dialogue 7

The tour leader demands to change the hotel, and declares that he has booked one nearby. Perform as a local guide to make a dialogue with the tour leader. Your dialogue will include the following points:

A. Make sure the reasons for changing.

B. Confirm with the group leader that the extra payment above stipulated price and the fees for canceling reservation should be covered by the tourists.

Dialogue 8

Suppose you are a tour leader. The driver is parking the coach in the parking lot of Hilton Hotel. You and your tour group are still on the bus. Your dialogue will include the following points:

A. Ask the group to stay in the coach.

- B. Ask the tourists for their passports.
- C. Ask the driver to keep the coach closed.

Dialogue 9

Suppose you are a tour leader. You have checked in for your tour group and now you have just returned to the coach. Your dialogue with the tourists will include the following points:

- A. Assign the room cards to the tourists. Ask the tourists to get off the coach one by one and remind them of not leaving anything behind.
- B. Help the tourists take their luggage out of the compartment of the coach.
- C. Count the tourists and tell them the elevator is on the left side of the front office.
- D. Tell the tourists the supper will begin half an hour later in the Chinese restaurant on the second floor.

Dialogue 10

Suppose you are a tour leader. You approach the front office of Beijing Hotel to check in for your tour group. Your dialogue will include the following points:

- A. Tell the receptionist who you are.
- B. Check in for your tour group.
- C. Ask for bellman to carry the luggage and a wheelchair for a guest with a bad sprain.

Dialogue 11

Act as the tour guide and go through the check-in formalities in the hotel. You are told that some of the twin rooms of your group have been replaced by triple rooms, for it is high season and the rooms in the hotel are in short supply. When you assign the tourists to the triple rooms, they refuse to check in. Make a dialogue with relevant persons. Your dialogue will include the following points:

- A. Explain the reasons for being replaced.
- B. Soothe the tourists.
- C. Offer some solutions to the problem.

Dialogue 12

Suppose you are the tour guide and you are leading the guest to his room. But the guest is not satisfied with the room because it is facing to the west and the window

cannot be opened. Your dialogue will include the following points:

- A. Apologize for the inconvenience.
- B. Ask the guest for the reasons of dissatisfaction.
- C. Promise to talk with the hotel manager and change the room if it is available.

Dialogue 13

Perform as a local guide. After arriving at the hotel with your group, you need to advise the necessary information and answer some questions of the tourists. Your dialogue with the tourists will include the following points:

- A. Introduce the facilities of the hotel.
- B. Announce the programs for the next day.
- C. Tell the tourists the meeting point and the meeting time for the next morning.

Dialogue 14

Perform as a tour leader. You turn to front desk and ask whether the WIFI service is available in the hotel. Your dialogue with the front desk staff will include the following points:

- A. Make sure if the WIFI service is offered free to hotel guests around the clock.
- B. Reconfirm the Internet access is available in the lobby and the rooms of the guests as well.
- C. Ask how to use the device to surf the internet.

Dialogue 15

Act as a local guide. You are explaining the golden key service of the hotel to your VIP guest, Mr. Carpenter, a general manager of an international company. Mr. Carpenter will celebrate his daughter's birthday the day after tomorrow. Your dialogue will include the following points:

- A. Tell Mr. Carpenter that the hotel has first class golden key service.
- B. Make an introduction to the golden key service especially *flower birthday party* in the hotel to Mr. Carpenter.
- C. Confirm that Mr. Carpenter want to hold the birthday party in the hotel and help him to contact the relevant concierge.

Dialogue 16

Perform as a local tour guide to verify the itinerary with Mr. Smith, the tour leader after assigning the rooms. You find that there are two more tourist attractions in his tour plan. Mr. Smith insists that the trip should be arranged according to his plan. Your dialogue will include the following points:

- A. Apologize to Mr. Smith for the mistake.
- B. Reconfirm the itinerary with the travel agency and find out the reason for the mistake.
- C. Offer the possible solutions as well as the compensations.

Dialogue 17

As a local guide, you are discussing the itinerary with the tour escort, Mr. Smith. Because of a one-hundred-year big flood, the itinerary has to be adjusted and one of the major spots has to be canceled. Your dialogue will include the following points:

- A. Apologize to Mr. Smith for the inconvenience.
- B. Inform him of the situation.

C. Offer the possible solutions as well as the compensations.

Dialogue 18

As a local guide, you are on the way to the Forbidden City. The tourists want to know more about it. Make a dialogue with them. Your dialogue will include the following points:

- A. Introduce the significance of the Forbidden City.
- B. Introduce the main scenic spots in the Forbidden City.
- C. Answer relevant questions.
- D. Give safe precautions.

Dialogue 19

A guest complains that there are too many sites of natural scenery in the itinerary and asks to change for some historical sites. Act as a local guide to make a dialogue with the guest. Your dialogue will include the following points:

- A. Apologize.
- B. Explain the reasons.

C. Offer some historical sites after receiving the approval of the travel agency.

Dialogue 20

As the operator in the travel agency, you are talking about the itinerary with an individual guest. Your dialogue will include the following points:

- A. Ask for the guest's expectation of the tour in the city.
- B. Introduce some famous spots in the city.
- C. Give some suggestions about the tour arrangement.

Dialogue 21

Perform as a tour guide. Explain schedule of tomorrow to your tour group at the end of the dinner. Your dialogue will include the following points:

- A. Tell the tourists the itinerary of tomorrow.
- B. Tell the tourists the departure time and return time.
- C. Tell the tourists the time of morning call.
- D. Tell the tourists to go to bed early this evening and be on time tomorrow morning.

Dialogue 22

Perform as a tour leader to call Guangzhou Hotel for the first time to reserve meal for your tour group. Make a dialogue with the receptionist. Your dialogue will include the following points:

- A. Tell the receptionist who you are.
- B. Give detailed information of your tour group.
- C. Ask for a special food arrangement for some vegetarians and some local special dishes for the other guests.

Dialogue 23

It is the first meal time. When eight dishes with a soup as stipulated in the contract are served, two tourists tell Mr. Wang, the local guide, that they are Buddhist vegetarians and ask Mr. Wang to arrange another meal for them. They say they mentioned this when they signed up for the tour. Act as Mr. Wang to make a dialogue with them. Your dialogue will include the following points:

- A. Tell the tourists that you will confirm it with the travel agency.
- B. Apologize for the mistake.
- C. Offer solutions.

Dialogue 24

Perform as a tour guide and take your tourists to the restaurant for lunch. Two of them are not satisfied with the restaurant and want to change to another one. Your dialogue with this tourist will include the following points:

- A. Show your agreement or disagreement.
- B. Provide some reasons for your agreement or disagreement.
- C. Offer some suggestions to the tourists.

Dialogue 25

One of your guests wants to know something about Chinese cuisine. Act as a tour guide and make a dialogue with him. Your dialogue will include the following points:

- A. Introduce some classical Chinese cuisine.
- B. Introduce some local special dishes.
- C. Recommend some restaurants.

Dialogue 26

As a tour guide, you are on the way to Confucius Temple. The guests are very interested in it. Make a dialogue with him. Your dialogue will include the following points:

A. Introduce the importance of Confucius in Chinese history.

B. Give a brief introduction to the temple.

C. Answer some relevant questions.

Dialogue 27

The tourist is interested in Chinese paper-cut and wants to buy some pieces as a souvenir. As a tour guide, please introduce Chinese paper-cut to the guest. Your dialogue will include the following points:

A. Introduce the history and main features of Chinese paper-cut.

B. Recommend some souvenir shops.

C. Answer the relevant questions.

Dialogue 28

Perform as a local guide in Chongqing. Your guests want to taste some local snacks and ask for your advice. Make

a dialogue with them. Your dialogue will include the following points:

- A. Introduce some representative local snacks.
- B. Recommend the guests where to have the genuine snacks in the city.

Dialogue 29

As a local guide, one of your tourists seem to be quite interested in Huangmei Opera and wants to know something more about it. Make a dialogue with the tourist. Your dialogue will include the following points:

- A. Introduce the characteristics of Huangmei Opera.
- B. Answer some questions asked by the tourists.
- C. Show willingness to arrange the performance tickets for the guests.

Dialogue 30

As a local guide, you are on the way to visit Fujian Tulou. The tourists seem to be quite interested in it. Make a dialogue with the tourists. Your dialogue will include the following points:

- A. Introduce the characteristics of Fujian Tulou.

B. Introduce some representative Tulou buildings in Fujian.

C. Answer some questions asked by the tourists.

Dialogue 31

As a local guide, you are on the way to a scenic spot with a group. Today you will attend the Water-splashing Festival of Dai People. The tourists seem to be quite interested in it. Make a dialogue with the tourists. Your dialogue will include the following points:

A. Introduce the Dai People.

B. Introduce the traditional Water-splashing Festival.

C. Answer some questions asked by the tourists.

Dialogue 32

As a local guide, you are on the way to a four-hour-ride scenic spot with the tour group. In order to enliven the atmosphere, you would like to organize some games. You turn to Mr. Smith, the tour escort, for help. Your dialogue will include the following points:

A. Explain to Mr. Smith the purpose of the games.

B. Clarify the rules.

- C. Invite him to join in the game.
- D. Award a prize to the winner.

Dialogue 33

A member of an inbound group asks to cancel his journey for an emergency at home. Act as the local guide to make a dialogue with him. Your dialogue will include the following points:

- A. Ask for the reasons for cancellation.
- B. Soothe the tourist.
- C. Tell him how to deal with relevant fees.
- D. Offer help for his leaving.

Dialogue 34

As scheduled, the group will visit the Great Wall this morning. But it rains heavily and it's very dangerous for the guests to go visiting. As a local guide, you want to cancel the arrangement and go to consult with the tour leader. Your dialogue will include the following points:

- A. Analyze the danger of going on the tour in such a heavy rain.

- B. Apologize.
- C. Give explanations.
- D. Offer solutions.

Dialogue 35

Suppose you are the tour guide, an old couple request to stay out of the mountain-climbing program. Your dialogue will include the following points:

- A. Get to know the reasons and show your understanding.
- B. Give them some precautions, and grant their request.
- C. Make clear the meeting place, time, the bus number, your phone number, etc..

Dialogue 36

Some young tourists request that they go swimming in a nearby beach. Act as a tour guide to make a dialogue with them. Your dialogue will include the following points:

- A. Tell them open waters that are not intended for swimmer are dangerous for swimming.
- B. Forbid any swimming without permission.

- C. Take them to a swimming pool in the hotel.
- D. Give them safety precautions.

Dialogue 37

Perform as a tour guide taking a group to the seashore. Make sightseeing precautions before the group begins the tour. Make a dialogue with the tourists. Your dialogue will include the following points:

- A. Remind the tourists of things to take with them.
- B. Give advice about how to relax and enjoy themselves on the seashore.
- C. Forbid any swimming without permission.
- D. Tell the group the time of gathering.

Dialogue 38

A tourist from the UK in Mr. Zhang's group wants to buy a jade carving in a designated store for tourists, but he notices a flaw in the carving and it is the only one left in the store. The tourist then leaves some money with Mr. Zhang and asks him to buy one for him when it's available and have it shipped to the UK. Act as Mr.

Zhang to make a dialogue with the guest. Your dialogue will include the following points:

A. Refuse first.

B. Report to the superior for instructions if it is hard to refuse.

C. Ask the tourist to pay all the expenses for purchasing and shipping.

Dialogue 39

Act as the tour guide to call the housekeeping department of Beijing Hotel. Tomorrow is the birthday of a tourist. Your dialogue will include the following points:

A. Tell the housekeeping who you are.

B. Tell the housekeeping to do a turn-down service for Ms. Li in Room 606 because tomorrow is her birthday.

C. Request a small cake and some roses to be sent to her room while the tour group is out. You would like to have the cake put on the table and the flowers put in a vase.

Dialogue 40

Perform as a tour guide. According to the plan, your group will see a show tonight, but one of your tourists

says he is too tired and if possible, he would like to see it tomorrow evening, but group tickets for the show cannot be canceled or be rescheduled. Your dialogue with the tourist will include the following points:

- A. Express your apology.
- B. Clearly explain the situation and give your suggestion.
- C. Hope to get your tourist's understanding.

Dialogue 41

Perform as a tour guide. Today is a free day, and one of your tourists wants you to go shopping with her. But you have already had an appointment. Your dialogue with the tourist will include the following parts:

- A. Explain the reasons why you cannot go with her.
- B. Introduce some local products and write down the name of the stores.
- C. Remind her of coming back earlier.

Dialogue 42

Suppose you are the local guide. According to the itinerary, the tourists will do some shopping in the pedestrian street after they visit the scenic spots

tomorrow. However, a couple wants to see pandas in the zoo in the morning and do some shopping in the afternoon. They want you to arrange it. Your dialogue will include the following points:

- A. Give the reasons why you can't arrange it.
- B. Introduce the charming attractions arranged.
- C. Comfort them in an appropriate way.

Dialogue 43

Suppose you are a tour leader. Some tourists would like to watch the performance of Impressions of the West Lake in the evening. Your dialogue will include the following points:

- A. Tell these tourists that they should pay for the performance by themselves.
- B. Suggest that they should go there by taxi. It is about half an hour to drive from the hotel to the West Lake.
- C. Suggest that they use Didi Car-hailing app to rent a car and go back to the hotel after the performance.

Dialogue 44

A tourist named Tom complains to you that his shower doesn't work. Act as the tour guide and make a dialogue with the guest. Your dialogue will include the following points:

- A. Apologize to Tom for the inconvenience.
- B. Ask him the detailed information.
- C. Offer solutions.

Dialogue 45

Perform as a tour guide. A tourist is grumbling at the dirty bowl and the delayed service of the restaurant. Make a dialogue with the tourist. Your dialogue will include the following points:

- A. Apologize.
- B. Give explanations.
- C. Offer solutions.

Dialogue 46

Act as a local guide. The coach suddenly stops on the way to a scenic spot, and the driver tells you that there is a mechanic failure. After getting to know what happened,

you have a conversation with Mr. Smith, the tour escort.

Your dialogue will include the following points:

- A. Apologize to him for the inconvenience.
- B. Tell him that it's a minor problem and can be fixed in about half an hour.
- C. Organize some activities while they are waiting.

Dialogue 47

Perform as a tour leader. While on your way to a scenic spot, your group is stuck in a traffic jam. You are discussing with your coach driver about how to deal with such a problem. Your dialogue with the driver will include the following points:

- A. Ask the coach driver the cause of the traffic congestion.
- B. Ask if the passengers can get off the coach and walk to the next scenic spot instead.
- C. Discuss whether to have any change to the group's travel schedule.
- D. Soothe the tourists.

Dialogue 48

As a local guide, you are heading for a scenic spot with the group. However, you find that two members are not present when you do the nose count. Some tourists tell you that the two tourists would rather stay at the hotel. You have a conversation with the tour escort, Mr. Smith. Your dialogue will include the following points:

- A. Ask him if he has already known it.
- B. Reach an agreement with him about how to deal with the two tourists.
- C. Make a good arrangement for the two guests.

Dialogue 49

As the local guide, you are on the way to the Summer Palace when a tourist suddenly faints and falls to the floor. After briefly checking the tourist, you have a conversation with Mr. Smith, the tour escort. Your dialogue will include the following points:

- A. Tell him the symptoms are quite like those of a heart attack.
- B. Tell him that you have to stop the coach and call an ambulance.
- C. Ask him to give you a hand to comfort the group.

Dialogue 50

As a tour leader, you are on the flight to Paris with your group. One of your tourists is not feeling well. You turn on the seat light for help from the cabin attendant. Your dialogue will include the following points:

- A. Tell the cabin attendant that the tourist seems airsick.
- B. Ask if the tourists could stretch out on those empty seats.
- C. Ask for a pillow, a blanket and some medicine of airsickness as well as a doctor for the tourist.

Dialogue 51

A tourist in a group wants to move to another room. He cannot sleep well because of his roommate snores all night. Act as the local guide to make a dialogue with the tourist. Your dialogue will include the following points:

- A. Promise to help him exchange rooms with someone else in the group.
- B. Tell him if it doesn't work, you will ask the receptionist to confirm the available room.

C. Tell the tourist that he has to pay the extra fee for the new room, and the previously arranged room cannot be refunded.

Dialogue 52

The tour leader tells the local guide that some guests vomit severely. Suppose you are the local guide, deal with it by making a dialogue with the tour leader. Your dialogue will include the following points:

- A. Inquire the details.
- B. Suggest that they may be suffering from food poisoning.
- C. Offer solutions.

Dialogue 53

An American tourist loses his papers while the group is doing sightseeing. Act as the local guide to make a dialogue with him. Your dialogue will include the following points:

- A. Offer the solutions to the tourist for the loss.
- B. Ask for photos for a new passport.
- C. Tell the tourist to declare the loss.

D. Tell the tourist he should cover the extra expense himself.

Dialogue 54

Act as a local guide .You receive a call from a tourist who gets a serious headache and a sore throat after registration. You rush to his room and make a dialogue with him with the following points:

- A. Inquire about the symptom.
- B. Help him to get some medicine at the clinic in the hotel.
- C. Tell him to pay the medical expenses himself.
- D. Persuade him to stay in the hotel, and arrange the meal for him.

Dialogue 55

A foreign religious tour group wishes to go to church during the weekend. Act as the tour guide to make a dialogue with the tourists. Your dialogue will include the following points:

A. Tell them that you will get permission from the administrations of religious affairs and public security organs first.

B. Reply to them your positive confirmation.

C. Tell them not to hand out any religious publicity and not to preach.

Dialogue 56

In the end of lunch, two tourists ask the tour guide about when and where to go shopping. Act as the tour guide and make a dialogue with them including the following points:

A. Tell the tourists this afternoon is free time for them.

B. Tell them your tour is a no-shopping tour.

C. Introduce some souvenir shops inside and outside the hotel.

Dialogue 57

One tourist complains that the hotel has charged 20 dollars for just one overcoat. The price for an overcoat in the laundry list is only 10 dollars. Your dialogue will include the following points:

- A. Comfort the tourist and ask for the reason.
- B. Ask the tourist how long the laundry service takes.
- C. Explain the charge of express laundry service to the tourist.

Dialogue 58

The tourist in Room 221 is sick and stays in the room. He calls you angrily that he can't fall asleep because of the noisy cleaning of the room maid. He insists that he has pushed the key of "Do not disturb". Act as a local guide to make a dialogue with him. Your dialogue will include the following points:

- A. Ask the reason for anger.
- B. Tell him to make sure the "Do not disturb" light is OK or not.
- C. Offer the solutions.

Dialogue 59

Suppose you are the local guide and you accompany one of your tourists to the hospital. You tell the doctor the symptoms of the tourist. Your dialogue will include the following points:

- A. Describe the symptoms of the tourist.
- B. Ask the doctor whether the tourist can continue the following sightseeing activities or not.
- C. Inquire details concerned.

Dialogue 60

Suppose you are the local guide and one of your guests tells you angrily that his diamond necklace is lost in the room. Your dialogue will include the following points:

- A. Soothe the guest.
- B. Inquire the details, including the color, the size of the diamond necklace, etc..
- C. Offer solutions.
- D. Tell the tourist the hotel regulations of the valuables again.

Dialogue 61

A tourist lost his passport, and the group is going to travel by plane. Perform as the tour guide to make a dialogue with the tourist. Your dialogue will include the following points:

- A. Confirm when and where the tourist lost his passport.

B. Offer some solutions to the problem.

Dialogue 62

Act as a tour leader .You are taking the guest in Paris , the local guide says that you have to cancel the visit to Notre Dame de Paris (巴黎圣母院) because of the fire damage yesterday. You talk with each other with the following points:

A. The local guide expresses his regret for the cancellation.

B. The local guide asks if it is possible to see the film *The Hunchback of Notre Dame* (电影《巴黎圣母院》 , 又称《钟楼怪人》) instead of on-site visit.

C. You ask the local guide to introduce the history and characteristics of this Gothic church on the way to the cinema.

D. You promise to soothe the tourists.

Dialogue 63

Suppose you are the tour guide, two foreign tourists tell you that they get in touch with their long lost friends and want to invite them to take part in the activities of the

tour group. Your dialogue will include the following points:

- A. Figure out the identities of the guests' friends.
- B. Tell them that you'll have to get the permission of the tour leader and other tourists first.
- C. Tell them to get their friends' ID Cards and travel fee ready.

Dialogue 64

Suppose you are the tour guide, in a free afternoon, one guest wants to go to a museum and asks you for information. Your dialogue will include the following points:

- A. Introduce the museum.
- B. Give directions.
- C. Remind the guest to be careful and not to come back too late.

Dialogue 65

A couple of senior tourists in an inbound tour group demand that their breakfast be served in their hotel room.

Act as the tour guide to make a dialogue. Your dialogue will include the following points:

A. Confirm whether the hotel offers the room service or not.

B. After making sure the possibility, tell the tourists that they should pay for the room service by themselves.

Dialogue 66

A tour guide is showing a group of foreign tourists around the Ancient Culture Street. The tourists show special interest in some souvenirs. Your dialogue will include the following points:

A. Give a brief introduction to Chinese calligraphy and China's four treasures of study (文房四宝) .

B. Give a brief introduction to the Chinese fans.

C. Answer some questions asked by the tourists.

Dialogue 67

Act as a local guide. You are taking a tour group on the way to the scenic spot during the spring festival. The tourists are interested in Chinese cultures such as *Wushu*,

the spring festival. Your dialogue will include the following points:

- A. Give a brief introduction to *Wushu*, such as *Taijiquan*.
- B. Give a brief introduction to the customs of the spring festival.
- C. Answer some questions asked by the tourists.

Dialogue 68

Suppose you are a tour leader. You and your tour group are on the way back to the hotel by coach. It's the last day of your itinerary. Your dialogue with the tourists will include the following points:

- A. Tell the tourists that it's the last day of the tour.
- B. Remind the tourists to pack up this evening and go to bed early.
- C. Tell the tourists the time of morning call and leaving the hotel.

Dialogue 69

Act as a tour guide. You are introducing silk to the tourists, and your dialogue will include the following points.

- A. Tell the tourists the categories of silk.
- B. Introduce the major silk production areas in China to the tourists.
- C. Recommend tourists the places to buy silk.

Dialogue 70

Suppose you are a tour leader. You are checking out for your tour group in the front office. Your dialogue with the front desk staff will include the following points:

- A. Identify yourself.
- B. Check out for your tour group.
- C. Ask whether your tour group could stay in their rooms until three o'clock pm. Because the flight for your group is due at six o'clock pm.

Dialogue 71

A local guide is checking out for the ten double rooms of the tour group in the front office, but the cashier makes a mistake. Perform as the local guide to make a dialogue with the cashier. Your dialogue will include the following points:

- A. Identify yourself.

B. Check out.

C. Tell the cashier that the group has stayed in the hotel for 4 days in all, but he has miscalculated the number of days.

Dialogue 72

Suppose you are a tour leader. You check out for your tour group in the front office at 7:00 a.m. You ask whether the hotel could take care of the 20 pieces of luggage of your tour group and you will come back to get them at about 4:00 in the afternoon. Your dialogue will include the following points:

A. Identify yourself.

B. Check out for your tour group.

C. Ask whether you could deposit 20 pieces of luggage and come back to get them at 4:00 in the afternoon.

Dialogue 73

Several outbound tourists request that they stay behind to prolong their tour while the group has finished its scheduled itinerary and is going to leave China. Perform

as the tour guide to make a dialogue with the tourists.

Your dialogue will include the following points:

A. Make sure that the tourists' visas are valid after the intended tour.

B. Help them with their flight and hotel.

C. Ask the tourists to pay for the extra expenses by themselves.

Dialogue 74

A tour guide is bidding farewell to a tour group. Before checking out, there are a lot of things to attend to. Your dialogue will include the following points:

A. Check the number of the luggage with the tourists.

B. Remind the tourists to confirm their own articles, especially the travel certificates and valuables.

C. Ask the tourists if there is anything you can do for them after their departure.

Dialogue 75

A tour group is now on the way to the airport. Perform as the tour guide to bid a farewell to the tour group. Your dialogue will include the following points:

- A. Review the whole tour process and thank the guests for their good cooperation.
- B. Ask the tourists for some advice.
- C. Make an apology to the tourists for anything unsatisfied during the trip.
- D. Give the best wishes to them.

Dialogue 76

The tour group arrives at the airport and gets off the coach. They will take the flight HJ006 to Shanghai. Your dialogue will include the following points:

- A. Get some carts for their luggage.
- B. Get the boarding passes and luggage claim tags for the tourists.
- C. Remind the tourists to get their boarding passes ready for security check.
- D. Say goodbye to the tour group.

Dialogue 77

Act as a tour leader taking the group on the flight to Sydney. When the destination is approaching, you ask the cabin attendant for the entry cards and customs

declarations. Your dialogue will include the following points:

- A. Ask for some entry cards and customs declarations.
- B. Tell the number of group members.
- C. Thanks for the warm service.

Dialogue 78

Due to the shortage of the tickets in the peak season, the tour group has to take another flight to the next destination, which is two hours later than the schedule. The tourists grumble. Act as a tour guide to make a dialogue with them. Your dialogue with the tourists will include the following points:

- A. Apologize to the tourists for the inconvenience.
- B. Clarify the cause.
- C. Tell the tourists the arrangements in the next two hours.

Dialogue79

Perform as a tour leader. While meal service is being provided on board of a flight, you tell a cabin attendant

about what you prefer. Your dialogue with the attendant will include the following points:

- A. You will select “beef” as your main course from two alternatives.
- B. Ask how many kinds of drinks they have got and make your choice.
- C. Ask the policy to refill the non-alcoholic beverages.

Dialogue 80

Perform as a tour leader. At the airport terminal, you are talking with one of the customs officers about the necessary procedures required to have your tourists receive their refund. Your dialogue with the customs officer will include the following points:

- A. Show the tourists’ passport, tax refund forms and the products they have bought with the customs.
- B. Hand in their stamped tax refund forms after approval.
- C. Inquire the difference of claiming the refunded money in cash, credit card and Ali pay.