

导游英语口语测试题库（108 题）

Dialogue 1

As a local guide Xiao Li, you are picking up your group from the US led by Mr. Smith. You are holding a welcome sign with “Smith” 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. Smith.
- C. Inquire details concerned.

Dialogue 2

As a tour guide from China International Travel Agency, you are meeting an individual guest, Mr. Black from U.S.A. Your dialogue will include the following points:

- A. Identify the guest.
- B. Introduce yourself.
- C. Introduce your company.
- D. Make sure the luggage.

Dialogue 3

Perform as a local guide to discuss the time of tomorrow’s morning call with the escort and ask him to inform the tourists. After confirming the time, call the housekeeping for morning call. Your dialogue will include the following points:

- A. Greet each other.
- B. Confirm the time of morning call.
- C. Ask the escort to inform the tourists.
- D. Call the housekeeping for morning call.

Dialogue 4

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

- A. Introduce yourself and the coach to him on the way to the hotel.
- B. Answer questions asked by the guests.
- C. General introduction to the hotel.

Dialogue 5

Act as a tour guide to introduce Beijing City on the way to the hotel, some guests ask you some questions. Your dialogue will include the following points:

- A. Introduce the population, the area, climate etc..
- B. Answer at least three questions asked by the guests.

Dialogue 6

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

- A. Soothe the guest.
- B. Ask for the details about the luggage: size, color, material etc..
- C. Try to contact the concerned department of the airport.

Dialogue 7

As a tour guide, you are at the airport to meet a group from America. You meet your old friend, Mr. Smith who is the tour leader of the group. Your dialogue will include the following points:

- A. Greet old friend.
- B. Confirm detailed information about the group.
- C. Check the presence of all the guests and their luggage.

Dialogue 8

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

- A. Make sure the reason 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 9

The tourist is interested in Chinese paper-cut and wants to buy some pieces as souvenir. You are the tour guide and 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 10

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. Give some suggestions about the tour arrangement.

Dialogue 11

A member of an inbound group asks to withdraw from the tour 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 reason of withdrawing.
- B. Soothe the tourist.
- C. Tell him how to deal with relevant fees.
- D. Offer help for his leaving.

Dialogue 12

As the leader of your tour group, Miss Smith, comes to discuss the itinerary for the stay in the city. Your dialogue will include the following points:

- A. Introduce some famous spots on the itinerary.
- B. Give some advice on sightseeing.

Dialogue 13

As a tour guide, your guests want to know something about Chinese cuisine. Your dialogue will include the following points:

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

Dialogue 14

As a local guide, some guests want to know something about Chinese tea. Your dialogue will include the following points:

- A. Introduce some representative classifications of Chinese tea.
- B. Recommend some tea to their taste.

Dialogue 15

As a local guide, your guests want to taste some local snacks and ask for your advice. Your dialogue will include the following points:

- A. Introduce some representative local snacks.
- B. Recommend the guests where to find the genuine snacks.

Dialogue 16

As a local guide, you are on the way to the scenic spot with your group. The guests are interested in Chinese painting. Your dialogue will include the following points:

- A. Introduce representative categories of Chinese painting.
- B. Introduce some famous Chinese painters.

Dialogue 17

As scheduled, the group will visit the Great Wall this morning. But it rains heavily and it's very dangerous for the guests. 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 heavy rain.

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

Dialogue 18

Perform as a tour guide taking a group to the seashore. Make sightseeing precautions before they begin the tour. 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 19

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 tourist that you will confirm with the travel agency.
- B. Apologize for the mistake.
- C. Offer solutions.

Dialogue 20

As a local guide, you are on the way to 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. Your dialogue will include the following points:

- A. Introduce the Dai People.
- B. Introduce the traditional Water-splashing Festival.

Dialogue 21

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. If it is hard to refuse, report to the superior for instructions.
- C. Get enough money from the tourist for purchasing and shipping.

Dialogue 22

As a local guide, you are on the way to visit Suzhou Gardens. The tourists seem to be quite interested in them. Your dialogue will include the following points:

- A. Introduce the characteristics of Suzhou Gardens.
- B. Introduce some representative Gardens in Suzhou.
- C. Answer any questions asked by the tourists.

Dialogue 23

Act as a tour leader to call Beijing Hotel to reserve rooms for your tour group. Your dialogue will include the following points:

- A. Tell the receptionist who you are.
- B. Give detailed information of your tour group.
- C. Confirm the reservation information again with the receptionist.

Dialogue 24

Perform as a tour leader to call Shanghai Hotel for the first time to reserve meal for your tour group. 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.

Dialogue 25

Suppose you are a tour leader. You call Spring Hotel to change your reservation for your tour group. Your dialogue will include the following points:

- A. Tell the receptionist who you are.
- B. Tell the receptionist your changing requirements for the reservation.
- C. Show your thanks.

Dialogue 26

Act as the local guide to call Summer Hotel to change your reservation for your tour group. But there is no room available. Your dialogue will include the following points:

- A. Tell the receptionist who you are.
- B. Tell the receptionist you would like one more double room for two new guests.
- C. Tell the receptionist to let you know as soon as possible if there are rooms available.

Dialogue 27

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

- A. Ask the tour group to stay in the coach until you come back from the front office.
- B. To ask the tourists for their passports.
- C. Ask the driver to keep the coach closed.

Dialogue 28

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

- A. Tell the clerk who you are.
- B. To check in for your tour group.
- C. Ask for bellman to carry the luggage.

Dialogue 29

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 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 30

Act as a local guide to explain laundry service for your tour group. Your dialogue will include the following points:

- A. Tell the tourists the hotel has laundry service.
- B. Tell the tourists how to get this service.
- C. Tell the tourists they should pay laundry service by themselves.

Dialogue 31

Perform as a tour leader to explain schedule of tomorrow to your tour group in the end of supper. Your dialogue will include the following points:

- A. Tell the tourists the itinerary of tomorrow.
- B. Tell the tourists the set-out time and return time.
- C. Tell the tourists the time of morning call is 6:00 a. m.
- D. Ask the tourists to go to bed early this evening and should be on time tomorrow.

Dialogue 32

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. You would like turn-down service for Ms. Li in Room 808 because tomorrow is her birthday.
- C. A small cake and some roses will be sent to the hotel while the tour group are out. You would like to have the cake put on the table of Room 808 and the flowers put in a vase.

Dialogue 33

In the end of lunch, two tourists ask the tour guide about when and where to go shopping. Act as the tour guide to make a dialogue with 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 34

A tour leader goes to check out in the front office. Act as the tour leader to make a dialogue with the receptionist. Your dialogue will include the following points:

- A. Identify yourself.
- B. Check out (the tour group will leave the hotel at about 10:00 a.m.)
- C. Pay by credit card.

Dialogue 35

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

- A. Identify yourself.
- B. Check out (the tour group will leave the hotel at about 10:00 a.m.) .
- C. The group stay in the hotel for 4 days in all, but the cashier miscalculates the number of days.

Dialogue 36

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 will include the following points:

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

Dialogue 37

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. After the performance, they could use Didi Car-hailing app to rent a car and go back to the hotel.

Dialogue 38

Suppose you are a tour leader. You check out for your tour group in the front office. You ask whether your tour group could stay in their rooms until 3 pm. Your dialogue will include the following points:

- A. Identify yourself.
- B. Check out for your tour group.
- C. The flight for your tour group is due at 5:30 pm.

Dialogue 39

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

- A. Identify yourself.
- B. Check out for your tour group.

- C. Deposit the 20 pieces of luggage.
- D. Come back to the hotel at 4:00 pm.

Dialogue 40

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 following points:

- A. Make sure that the tourists' visas are valid after the intended tour.
- B. Help them with their flight and hotel.
- C. The tourists should pay for the expenses.

Dialogue 41

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

- A. Listen carefully for his requirement.
- B. Solutions.

Dialogue 42

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 43

The tourist in Room 556 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 44

A tourist in room 203 complains that she has lost her mobile phone in her room. Act as a local guide to make a dialogue with her including the following points:

- A. Confirm the details.
- B. Confirm the brand and the type of the mobile.
- C. Turn to the manager for help.
- D. Tell the tourist the result.

Dialogue 45

As a local guide, you are giving the on-the-way tour guide presentation on your way to Beijing with the group you have just picked up. Your dialogue will include the following points:

- A. Pay more attention to the working procedures.
- B. General introduction to Beijing.
- C. Answer any questions asked by the tourists.

Dialogue 46

As a local guide, you are on your way to Guilin with the group you have just picked up. A tourist named Peter asks you some detailed information about the Reed Flute Cave when you are giving the on-the-way tour guide presentation. Your dialogue will include the following points:

- A. General introduction to Guilin.
- B. Detailed information about the Reed Flute Cave.

Dialogue 47

Perform as a local guide to verify the itinerary with Mr. Smith, the tour leader after assigning the rooms. Your dialogue will include the following points:

- A. Release Mr. Smith’s worries on the short stay in Shanghai.

- B. Make an agreement with Mr. Smith's proposal on visiting the Oriental Pearl Tower on Sunday.
- C. Answer any questions asked by Mr. Smith.

Dialogue 48

As a local guide, you are reviewing the itinerary with the tour escort Mr. Smith. Your dialogue will include the following points:

- A. Pay more attention to the original details.
- B. Agree to Mr. Smith's advice of changing the traditional dinner into one of local special dishes.
- C. Reconfirm the time of starting out.

Dialogue 49

Suppose you are the local guide, Xiao Zhang, according to the itinerary, after their visit to the places of interests tomorrow, the tourists will do some shopping in the pedestrian street. However, a couple suggest that they want 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 tourists an answer and explain why.
- B. Comfort the couple in an appropriate way.

Dialogue 50

As a local guide, you find that there are two more tourist attractions in the escort, Mr. Smith's tour plan. When you check the itinerary with him, 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. Find out how the mistake comes about.
- C. Offer the possible solutions as well as the compensations.

Dialogue 51

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

the 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.

Dialogue 52

As a local guide, you are going to visit Mr. Smith, the head of a Hong Kong tour group, to tell him the itinerary for their three-day trip in Beijing. Your dialogue will include the following points:

- A. Show your consideration to the tour group.
- B. The detailed arrangements for three days.

Dialogue 53

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. Award a prize to the winner.

Dialogue 54

Act as the tour guide of a group to go through the check-in formalities in the hotel. You are told that some of their twin rooms have been replaced by triple rooms, for it is high season and hotel rooms are in short supply, but the tourists assigned to triple rooms refuse to check in. Make a dialogue with relevant persons for the situation including the following points:

- A. Explain the reason for being replaced.
- B. Soothe the tourists.
- C. Solutions.

Dialogue 55

In order to enliven the atmosphere, the local guide plays some games. However, a tourist called Peter is offended by the previous joke. He is so angry that he threatens to lodge a complaint. Act as the local guide to make a dialogue including the following points:

- A. Apologize to Peter for the trouble.
- B. Explain to him the truth.
- C. Ask him to join in the game.

Dialogue 56

Act as a local guide. A coach suddenly stops on the way to the scenic spot, and the driver tells you that there is a mechanic error. 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 games or activities when the group are waiting .

Dialogue 57

As a local guide, Mr. Zhang, 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.

Dialogue 58

As a local guide, Xiao Zhang, 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. Explain the cause to him.
- C. Offer the possible solutions as well as the compensations.

Dialogue 59

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 the coach have to stop and you have to call an ambulance.
- C. Ask him to help to comfort the group.

Dialogue 60

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 the solutions.

Dialogue 61

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 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.

Dialogue 62

In the end of the tour on the bus, a tourist named David asks about the next day's schedule. Act as the tour guide to make a dialogue with the following points:

- A. Pay attention to your working procedures.
- B. Tell him the details of the next day's schedule.

Dialogue 63

As a local guide, you are on the way back from the Summer Palace with the group. When you are doing the roadside tour guide presentation, a tourist named Peter objects to it publicly. Your dialogue will include the following points:

- A. Thank him for his reminding.
- B. Listen to him and see if there is something reasonable in his words.
- C. Deal with the matter in an appropriate way.

Dialogue 64

A tourist in his group wants to move to another room because he cannot get much sleep while his roommate snores all night. Act as the local guide to make a dialogue with the national guide and the tourist. Your dialogue will include the following points:

- A. Ask the tour leader to help him exchange rooms with someone else in the group.
- B. If it doesn't work, confirm the available room.
- C. Tell the tourist to pay the extra fee, and the previously arranged room cannot be refunded.

Dialogue 65

A group is held up by the traffic jam. Act as the local guide to make a dialogue with the escort Mr. Smith. Your dialogue will include the following points:

- A. Discuss the issue with Mr. Smith.
- B. Ask Mr. Smith to help to soothe the group.

Dialogue 66

A foreign religious tour group wishes to go to church during the weekend. Act as the tour guide to make a dialogue including 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 preach.

Dialogue 67

A local guide is taking a tour group on the tour of the Great Wall. Your dialogue will include the following points:

- A. Briefly introduce the Great Wall .
- B. Introduce the story of Meng Jiangnv.
- C. Introduce the function of the towers on the Wall.
- D. Answer any questions by the tourists.

Dialogue 68

Some tourists go out to visit the night market. Mr.Wang, their tour guide receives a call at 11 p.m. from occupants in Room 506, saying that they were robbed of their cell phones and wallets at the night market by three knife-robbers. Make a dialogue with different characters in this cases including the following points:

- A. Ask the detailed information: when, where, how, the physical characteristics of the robbers.
- B. Call the 110 immediately after getting the above information.
- C. Report the case to the ground operators for directions.
- D. Soothe the tourists .

Dialogue 69

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 including the following points:

- A. Ask the hotel whether they offer the room service.
- B. After making sure the possibility, tell them that they should pay for the room service.

Dialogue 70

Act as a tour guide to receive a call from a tourists who gets a serious cough and flu after registration. You rush to his room and make a dialogue with him including the following points:

- A. Help the tourist to contact the clinic in the hotel.
- B. Persuade him to stay in the hotel forlorn health, and arrange the meal for him.
- C. Tell him to pay the medical expenses himself.

Dialogue 71

Some young tourists request that they should 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. Patiently tell them open waters that are not intended for swimmer are dangerous for swimming.
- B. Take them to a swimming pool.
- C. Give them safety precautions.

Dialogue 72

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

- A. Make an apology .
- B. Explain the reasons.
- C. Solutions.

Dialogue 73

Act as a tour guide showing a group of foreign tourist around Mount Huangshan. Your dialogue will include the following points:

- A. Explain the four wonders of Mount Huangshan: odd pines, grotesque rocks, the sea of clouds and hot springs.
- B. Answer the guests' questions.

Dialogue 74

Act as a tour guide showing a group of foreigners around Guilin.

Your dialogue will include the following points:

- A. Give a brief introduction to Guilin.
- B. List the famous scenic areas in Guilin.
- C. Cruise on Lijiang River.

Dialogue 75

Act as a tour guide showing a group of foreigners around the Jade Buddha Temple. Your dialogue will include the following points:

- A. Introduce the history of the Jade Buddha Temple.
- B. Introduce classical buildings in the temple.
- C. Introduce the two jade Buddhas.
- D. Answer any questions asked by the tourists.

Dialogue 76

A group is leaving for the next destination, act as a national guide to make a dialogue with the local guide for the leaving. Your dialogue will include the following points:

- A. Make sure the exact time of leaving.
- B. Take over the transportation ticket and luggage checks for the group.

Dialogue 77

Act as a tour guide and answer the tour leader's questions about *Taoism* in China. Your dialogue will include the following points:

- A. Question about *Laozi*.
- B. A brief introduction to *Taoism*.
- C. Explain the tenet of *Wu Wei* (无为).

Dialogue 78

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

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

B. Brief introduction to the Chinese fans.

Dialogue 79

Act as a local guide to take 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. Brief introduction to *Wushu*, such as *Taijiquan*.

B. Brief introduction to the customs of the spring festival.

Dialogue 80

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 amount of the baggage with the tour leader to see whether they are damaged.

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

C. To see if there are anything you can do for the tourists after their departure.

Dialogue 81

Act as Mr. Smith, the local guide to go to the front desk of a hotel to check out for the group. The cashier greets him. Your dialogue will include the following points:

A. Confirm all the rooms for the group.

B. payment.

Dialogue 82

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

- A. Tell the tourist the solutions for loss.
- B. Ask for photos for new passport.
- C. Tell the tourist to declare the loss.
- D. Expenses incurred should be covered by the tourist himself.

Dialogue 83

Perform as a tour guide to see a couple off at the airport. The couple have stayed in China for two days. Your dialogue will include the following points:

- A. Make sure everything is in the luggage.
- B. Show your regret and ask for their impressions on China.
- C. Best wishes to the tourists.

Dialogue 84

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 for the guests' cooperation .
- B. Ask the tourists for some advice .
- C. Make an apology to anything unsatisfied during the trip.
- D. Send the best wishes.

Dialogue 85

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 cards for the tourists.
- C. Remind the tourists to get their boarding passes ready for security check.

D. Say goodbye to the tour group.

Dialogue 86

The tour group to China is about to go through the customs formalities. Perform as a tour guide to tell the group leader Robert what has to be done at the customs office. Your dialogue will include the following points:

- A. Tell him the following procedures: immigration office--- quarantine inspection—customs—present your passport and disembarkation card—fill your customs forms—list your belongings.
- B. Tell him the articles to be declared.

Dialogue 87

As a tour guide, when you notice a tourist look terribly weak at the breakfast time, you show concern for him and offer help. Your dialogue will include the following points:

- A. Show your concern.
- B. Ask if the guest need seeing a doctor.
- C. Give suggestions.

Dialogue 88

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

- A. Describe the symptoms.
- B. Ask if the guest can continue the following sightseeing activities.
- C. Inquire details concerned.

Dialogue 89

Suppose you are the local guide and your guests complain that the dishes are too salty and there is no seafood or meat dishes. Your dialogue will include the following points:

- A. Apologize first.

- B. Make explanations.
- C. Offer solutions.

Dialogue 90

Suppose you are the local guide and one of your guests tell you that his luggage is lost. Your dialogue will include the following points:

- A. Ask the guest to calm down.
- B. Inquire the details.
- C. Offer the solutions.

Dialogue 91

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. Ask the guests to drink plenty of water.
- D. Call the ambulance.

Dialogue 92

Suppose you are the local guide and one of your guests tell you that his wallet is lost. Your dialogue will include the following points:

- A. Soothe the guest .
- B. Inquire the details, including the color, the size, the contents of the wallet, etc..
- C. Offer solutions.

Dialogue 93

After a day's visit, one of your guests wants to go out by himself. Suppose you are the tour guide, make a dialogue with him. Your dialogue will include the following points:

- A. Satisfy the requirement if it does not affect the whole plan of the group.
- B. Remind the guest to take the name card of the hotel and not to stay out too late.
- C. Ask the guest to be careful.

Dialogue 94

Half an hour before lunch, the tourists of the group require that the western meal arranged for them should be changed to a Chinese meal. Suppose you are the tour guide, please negotiate with the tourists. Your dialogue will include the following points:

- A. The tour guide should explain to the tourists that such requests should be made 3 hours in advance.
- B. If the guests insist, tell them that they should cover the expense themselves.

Dialogue 95

Suppose you are the tour guide and you find one of your foreign tourists is bargaining at a roadside stand over some “antiques”. You go forward and have a conversation with the guest. Your dialogue will include the following points:

- A. Persuade the guest not to buy antiques at the roadside stand.
- B. Offer some shops for authentic antiques with invoice.
- C. Introduce the customs rules regarding the antiques.

Dialogue 96

After dinner, a tour group is scheduled to take a walk along the pedestrian street. Some tourists say that they have been there before and hope to visit the Zhongshan Park instead by tour bus. Your dialogue will include the following points:

- A. Arrange it if there is enough time for the tour.
- B. If they take taxi there, give directions to the driver and make suggestions.
- C. Make it clear to the tourists that the trip to the pedestrian street is not refundable.

D. Remind them to take care of themselves and not to come back too late.

Dialogue 97

Suppose you are the tour guide, two inbound 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. Tell them that they should get the consent of the tour leader and other tourists.
- B. Clarify the identities of the guests' friends.

Dialogue 98

Suppose you are the tour guide, one inbound tourist wants to know more about Chinese food. You make general introduction and answer the questions. Your dialogue will include the following points:

- A. Introduce the eight major cuisines in China.
- B. Introduce some famous dishes.

Dialogue 99

One inbound tourist hopes to buy some local products of Beijing and asks for your advice. Your dialogue will include the following points:

- A. Introduce the famous local products of Beijing.
- B. Give directions of the shops for local products.

Dialogue 100

One tourist is interested in *Beijing Opera* and asks you to make a brief introduction to it. He also asks you to book a ticket for the performance. Your dialogue will include the following points:

- A. Introduce the main features of *Beijing Opera*.
- B. Clarify the details of ticket for the performance.

Dialogue 101

Suppose you are the tour leader, you make a call to the hotel operator as your tour group is to take the early flight to Beijing tomorrow morning. Your dialogue will include the following points:

- A. Require a morning call.
- B. Clarify the details of the morning call.

Dialogue 102

Suppose you are the tour guide, one inbound tourist wants to buy some special souvenirs for his friends and asks for your advice. Your dialogue will include the following points:

- A. Introduce the famous souvenirs of China.
- B. Give directions of the souvenir shops.

Dialogue 103

While having dinner, one tourist is interested in the naming of the dish *Fotiaoqiang* (佛跳墙) and asks you for the related cultural information. Your dialogue will include the following points:

- A. Introduce the raw material, the cooking methods of the dish.
- B. Describe the background of this dish.

Dialogue 104

Suppose you are the tour guide and you are leading the guest to his room. But the guest is not satisfied with the noisy room facing the street. Your dialogue will include the following points:

- A. Apologize for the inconvenience.
- B. Give the reasons.
- C. Promise to negotiate with the hotel manager.
- D. Agree to change the room if there are any rooms available.

Dialogue 105

Suppose you are the tour guide, one guest wants to buy some local fruits and does not know the way to the supermarket. Your dialogue will include the following points:

- A. Give directions.
- B. Give suggestions about the local fruits.

Dialogue 106

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

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

Dialogue 107

Suppose you are the tour guide, the guest complains that all the dishes are too spicy. Your dialogue will include the following points:

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

Dialogue 108

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 reason and show your understanding.
- B. If they can take care of themselves, give some precautions and grant their request.
- C. Make clear the meeting place, time, the number of the tour bus ,etc..