

湖南省网络工程职业学院旅游英语专业

专业技能考核题库

本专业技能考核题库分为英语导游、出境领队和在线旅游咨询员岗位三大模块，每个模块分设 2 个项目，共计 6 个项目。各模块、项目考核内容、范围、题量如下图所示：

旅游英语专业技能抽查考核内容及题量一览表

序号	模块	项目	任务	试题套数
1	英语导游岗位	旅游接待	致欢迎词	15 套
			当地特产推介	
			致欢送词	
			应急处理	
		景点导览	景点游览安排说明	15 套
			游览注意事项说明	
			景点讲解	
2	出境领队岗位	出入境服务	描述机场功能区域	15 套
			办理登机与转机手续	
			办理出入境手续	
			特殊情况处理	
		境外旅游服务	描述公共场所设施与功能区域	15 套
			办理酒店入住手续	
			说明用餐需求	
			特殊情况处理	
3	在线旅游咨询员岗位	行程咨询	票务咨询回复	15 套
			行程安排咨询回复	
			服务及费用咨询回复	
		目的地咨询	城市概况咨询	15 套
			特色景点咨询	
			食宿咨询回复	
合计	3	6	21	90 套

湖南省高等职业院校旅游英语专业学生
专业技能考核试题

一、英语导游岗位模块

1. 试题编号：1-1-1 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Five Days' Hunan Tour—Changsha and Zhangjiajie

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Changsha	Arrive in Changsha; Stroll around Taiping Street and enjoy the night scene of Changsha city. Dolton International Hotel (5-star)	D
Day 2	Changsha	Visit Hunan Provincial Museum, the largest comprehensive historical and art museum in Hunan Province; Visit the highlight scenic spot Yuelu Mountain Scenic Zone including Yuelu Academy and Aiwan Pavilion; Stroll around Duzheng Street and Pozi Street, which are historical streets and representatives of Hunan culture. Dolton International Hotel (5-star)	B, L, D
Day 3	Changsha— Zhangjiajie	Drive to Mt. Shaoshan and visit the Former Residence of Chairman Mao and his Memorial Hall; Drive to Wulingyuan district for hotel checking and have a rest.	B, L, D

		Santa Dominga International Hotel	
Day 4	Zhangjiajie	Visit Tianzi Mountain Area; Have another hiking trip to visit Yuanjiajie Scenic Area -- one of the must-see attractions in Zhangjiajie; Experience the Bailong Elevator--the highest and heaviest outdoor elevator in the world. Santa Dominga International Hotel	B, L, D
Day 5	Zhangjiajie	Have a half day tour to Tianmen Mountain (4--4.5 hours including round cable way) , which is famous for the Tianmen Cave; Drive to Zhangjiajie airport for departure.	B, L

2) 湖南简介

Hunan is located in the southern area of the middle reach of Yangtze River. Most of the land is in the south of Dongting Lake. It is said that there was a large area of hibiscus in Hunan region in the past, so that Hunan is also called “the Kingdom of Hibiscus”. Hunan in the sub-tropical area has a warm climate, with cold short winters and hot long summers. The provincial capital is Changsha, one of China’s famous cultural centers.

Hunan has rich tourism resources with beautiful mountains and rivers as well as numerous historic sites. Mawangdui Han Tomb, Mt. Hengshan, Former Residence of Chairman Mao have long enjoyed good reputations. These historical sites record the development of civilization as well as Hunan’s special red culture. Wulingyuan Scenic Spot can be called the world natural wonders, presenting distinctive beauty of peak and forest as well as the primitive creation of the nature.

3) 当地特产

※ Xiang Embroidery

“Embroidered flowers are fragrant, embroidered birds can listen to the sound, embroidered tigers can run, embroidered people can express.” As a traditional heritage for thousands of years, Xiang embroidery is Hunan’s traditional handicrafts, known for its rich Xiang and Chu local cultural characteristics and superb embroidery art.

Xiang embroidery is crafted in areas around Changsha, Hunan. It is one of the four most brilliant embroidery styles in China (the other three are the Suzhou, Sichuan and Guangdong embroidery styles). It is well known for its time-honored history, excellent craftsmanship and unique style. It was a gift to the royal family during the Spring and Autumn Period. The most persuasive evidence is the articles unearthed at the No. 1 Tomb of Mawangdui, Changsha city of the Han Dynasty (206BC-AD220). The weaving technique was almost the same as the one used in modern times, which demonstrated that embroidery had already existed in the Han Dynasty. In its

later development, Xiang Embroidery absorbed the characteristics of traditional Chinese paintings and formed its own unique characteristics. Xiang embroidery experienced its heyday (鼎盛期) at the end of the Qing Dynasty (1644-1911) and even surpassed Su embroidery in the early Republic of China (the early 20th century). After the founding of the People's Republic of China, Xiang embroidery was further improved and developed to a new level. Developing over two thousand years, Xiang Embroidery became a special branch of the local art. It gained popularity day by day. The brilliant art was included into the first group of National Intangible Cultural Heritage List in 2006.

Traditionally, Xiang embroidery uses pure silk, hard satin (缎), soft satin and nylon as its material. Besides, it uses as many as 72 types of stitches (针法) and colorful silk and crewel threads (绣花线). Its designs involve flowers, plants, living creatures and human figures, all of which highlight the texture to give the artwork a lifelike effect. It emphasizes the contrast of light and shade, thus producing a three-dimensional effect.

※ Chrysanthemum Stone (菊花石)

Chrysanthemum stone is a precious natural stone carving material mainly produced in Liuyang and Luxi in Hunan province. The stone got its name because of the white chrysanthemum mineral aggregates (凝结) formed naturally inside. It was generated about 270,000,000 years ago.

The chrysanthemum is composed of two parts of stamen (雄蕊) and petal (花瓣), with the stamen being the center, and aligns (排列) in a three-dimensional manner, radial (辐射状的) pattern and in various shapes and forms. At present, China is the only country that produces chrysanthemum stone.

Hunan's chrysanthemum stone carving features a long history of over 260 years. During the Qianlong's reign in the Qing Dynasty, it was used as a royal tribute (贡品). The chrysanthemum stone carving is highly recognized and has a high collection value and seen as a national treasure of China. It is collected by both the Palace Museum and Ziguan Pavilion in Zhongnanhai. It is often sent by the Chinese government as a gift to international friends. The crafts of chrysanthemum stone carving include plain sculpture, relief (浮雕), circular engraving (雕刻), line carving, hallowed carving, three-dimensional carving and integrated carving.

Based on the flower shape and the topics, the craftsman carves and defines these stones into lots of chrysanthemums with petals, leaves and branches, both vivid, lifelike and with a unique shape. As there are no two flowers identical to one another, each piece of stone carving work is original, hence making them even more precious.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Li Fang), a tour guide from Hunan Huatian International Travel Service, have

received the tour group from Australia at the airport. The tourists will have a five days' tour to Changsha and Zhangjiajie. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Changsha;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Hunan province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Hunan specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the crafts, the materials and the artistic and cultural values.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Li Fang), a tour guide from Hunan Huatian International Travel Service, will see off the tour leader and the tour group at the airport. The tourists have completed their Hunan tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Li Fang) are a tour guide from Hunan Huatian International Travel Service. David Miller, a tourist of your tour group, is having stomachache because of eating some local spicy food.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业技术术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	

	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

2.试题编号：1-1-2 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Tour-Beijing and Chengde

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Beijing	Arrive in Beijing; Free at leisure for the rest of the day. SciTech Hotel (5-star)	No meals
Day 2	Beijing	Visit Tian'anmen Square, the Forbidden City and the Temple of Heaven. SciTech Hotel (5-star)	B, L
Day 3	Beijing--Chengde	Drive to Chengde; After 2-hour driving, stop to visit Golden Hill Great Wall, which is one of the best-preserved parts of the Great Wall; Continue to drive to reach Chengde, one of the premier historic and cultural cities of China. Chengde Imperial Mountain Resort (4-star)	B, L, D
Day 4	Chengde	Visit the Imperial Summer Resort, originally built for the royal families of the Qing Dynasty to spend the summer months because of its mild climate; Take a visit to Putuo Zongcheng Temple, which is known as the little Potala Palace. Chengde Imperial Mountain Resort (4-star)	B, L, D
Day 5	Chengde--Beijing	Visit Puning Temple, one of the famous Eight Outer Temples in Chengde, Hebei Province; After lunch, drive back to Beijing (256km) for overnight. SciTech Hotel (5-star)	B, L, D
Day 6	Beijing	Stroll around the pedestrian mall;	B

		Fly back home.	

2) 北京简介

With a history of more than 3,000 years, Beijing has been an integral part of China's history. Being the capital of China for about 850 years, it is one of the Four Great Ancient Capitals of China, offering China's most wonderful array of attractions.

As a tourist destination, Beijing has a great deal to offer. Most obvious are the Great Wall, the Forbidden City, The Temple of Heaven, the Summer Palace, Lama Temple, Tian'anmen Square and the traditional courtyard homes along the alleyways or hutongs. The Shichahai lake area is composed of the three lakes, namely Qianhai, Houhai, and Xihai. It is the home to many new and interesting bars and restaurants. Sanlitun is another area known for a large number of bars and popular with the international students and foreigners, as well as many fashion locals.

3) 当地特产

※ Beijing Roast Duck

As a famous and delicious food with very long history, Beijing Roast Duck is an excellent choice for tourists to understand more about Chinese cuisine, culture and customs.

Westerners like Marco Polo brought certain European customs to China and may have introduced the concept of roasting poultry to their Chinese hosts during the Yuan Dynasty (1271-1368). Ducks had long been domesticated in China and the plump ducks proved to be an excellent substitute for geese. However, there is another school of thought based upon certain records that show it has a much longer history dating back as far as the Northern and Southern Dynasties (420-589). Up until the Southern Song Dynasty (1127-1279), ducks were roasted in the area around Jinling, today's Nanjing. However, the later Yuan Dynasty rulers moved their capital city to Beijing from Jinling and took their cuisine with them, thus making this dish popular in the city. Eventually it became their own specialty.

The ducks were originally roasted in a closed oven (焖炉) until Qing Dynasty (1644 - 1911) when this dish became a delicacy in the imperial menu and were highly regarded by emperors and other members of the ruling classes. The ducks used during this period were a special breed namely the White Beijing Duck and a new method of cooking was employed, by suspending (悬浮) the ducks over the flame in an open oven (挂炉). These two traditional methods of cooking have resulted in the two major schools of roast duck preparation.

The initial method has been used by very few restaurants among which Bianyifang (Convenient and Comfortable) Restaurant, established in 1861, is the most famous. There serves

Beijing Roast Duck with a well-preserved traditional flavor. The second method is relatively well-known and used with great success by the Quan Ju De Restaurant. Today, it means this delicious food to many Chinese people as well as foreign visitors.

The way to really enjoy the succulent (多汁的) meat is as follows: first take one of the small, thin pancakes provided and spread it with plum sauce (梅子酱), small slices of spring onions and then add some pieces of duck. Finally roll up the pancake and take a bite. You will be surprised by the terrific taste!

※ Noodles with Minced Pork (Zhajiangmian)

Noodles with Minced Pork, also being called Zhajiangmian by Chinese people, was originally a local specialty of Beijing. Later, it spread throughout China and evolved into many regional varieties. However, the main ingredients still remain as the recipe shows: hand-made noodles, minced pork sauce or bean sauce and fitting vegetables like green vegetables and bean sprouts (豆芽菜). The minced pork in this dish smells fragrant, while the noodles are nicely chewy. The addition of healthy green vegetables really makes your mouth water.

During the Guangxu era of the Qing dynasty, after the Eight-Nation Alliance invaded China and conquered Beijing, the Empress Dowager Cixi, Emperor Guangxu and their retinues (随从) were forced to retreat from Beijing to Xi'an. On their way, the Imperial Eunuch (太监), Li Lianying detected a pleasant aroma (芳香) and found that the smell came from a Zhajiangmian restaurant. He then reported about the restaurant to Cixi and Guangxu. Due to collective fatigue and hunger after their long trip, Cixi and Guangxu decided to have a meal in the restaurant. Li Lianying ordered a bowl of vegetarian Zhajiangmian. Finding it tasty, they ordered another one. Later, Cixi demanded that Li Lianying brought the chef who made the Zhajiangmian to Beijing and the palace, so they could eat Zhajiangmian often once they came back. This is the story of how the vegetarian Zhajiangmian made its way to Beijing.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: Jennifer Smith has booked a tour online for her family. You (Wang Wei), a tour guide from China Youth Travel Service (CYTS), have received Jennifer's family from England at the airport. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Show your warm welcome and introduce Beijing briefly;
- 2) Introduce the driver and yourself;

- 3) Express good wish to the tourists;
- 4) Say something about the time change;
- 5) Explain the scene along the way;
- 6) Brief on arrangements in the next few days.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Beijing delicacies with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the name of the delicacy, the history, the degree of popularity, the ingredients, the flavor and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Wang Wei), a tour guide from China Youth Travel Service (CYTS), will see off Jennifer's family at the airport. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Wang Wei) are a tour guide from China Youth Travel Service (CYTS). Jennifer Smith, a tourist of your tour group, is refused to enter Putuo Zongcheng Temple because of wearing a mini-skirt.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识 and 创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	0 分。
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

3. 试题编号：1-1-3 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Sichuan Tour – Chengdu and Jiuzhaigou Valley Tour

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Chengdu	Arrive in Chengdu; After check-in, the rest of day will be on your own arrangement. Rhombus Park Aura Chengdu Hotel (5-star)	No meals
Day 2	Chengdu	Visit Chengdu Research Base of Giant Panda Breeding, a huge institution that replicates the natural habitat of the giant panda; In the afternoon, visit Renmin Park;	B, L

		Enjoy shopping time at Jinli Old Street which is the elegant style of the architectures showing you what Sichuan looks like during the Qing Dynasty; Watch the Face Changing show. Rhombus Park Aura Chengdu Hotel (5-star)	
Day 3	Chengdu—Jiuzhaigou Valley	Fly to Jiuzhaigou Valley; Visit Yellow Dragon National Park, a World Natural Heritage Site famous for its colorful ponds, deep valleys, and dense forest; Have a rest and prepare for tomorrow excursion tour to Jiuzhaigou valley. Intercontinental Resort Jiuzhai Paradise (4-star)	B, L, D
Day 4	Jiuzhaigou Valley	Take full day excursion into Jiuzhaigou Valley. Intercontinental Resort Jiuzhai Paradise (4-star)	B, L, D
Day 5	Jiuzhaigou Valley – Chengdu	Fly back to Chengdu; Spend your time leisurely at Wide and Narrow Alley, a cultural site consisting of 45 Qing Ming Dynasty style courtyards, modern villas and gardens. Rhombus Park Aura Chengdu Hotel (5-star)	B
Day 6	Chengdu	Free day and check out at noon; Transfer you to Chengdu airport for departure flight.	B

2) 四川简介

Sichuan province is one of the largest provinces in China. Its capital city, Chengdu, the cultural and industrial center, boasts plentiful local products, a pleasant climate, a large number of scenic spots and historical sites, and the traditional handicrafts. It enjoys good fame both at home and abroad. The Yi, Tibetan, Miao, Mongolian, Tujia, Naxi, Bai, Zhuang and Dai are indigenous ethnic groups in the province.

Five scenic spots in Sichuan, namely Jiuzhaigou Valley, Yellow Dragon Scenic Area, Dujiangyan Irrigation System--Mount Qingcheng, the Giant Stone Buddha at Leshan--Mt. Emei, and Giant Panda Habitat, have been listed as World Natural and Cultural Heritage Sites by UNESCO, just next to Beijing in terms of heritage site numbers.

3) 当地特产

※ **Shu Brocade**

Since Sichuan is called “Shu” for short, the brocade produced in Chengdu is known as the Shu Brocade. As one of the most important intangible cultural heritages in China, the Shu Brocade is one of the most famous Four Chinese Brocades. As early as 1907, Shu brocade won the international prize in the South Pacific Exhibition, the gold prize in the 1908 Panama Exhibition, and was named “Oriental Beauty” in 1937.

Shu Brocade has a history of more than 2, 000 years. The earliest record was in the Spring and Autumn Period (770 – 476BC). In the Han Dynasty (206 BC – 220 AD), Sichuan silk cloth became so popular that almost every nobleman in the country had a suit made from it. The Shu Brocade weaving industry reached its peak during the Tang (618-907), Song (960-1279), and Yuan (1271-1368) dynasties, with more designs, patterns, and colors used. The Tang Dynasty witnessed the most prosperous period of the Shu Brocade production. The Shu Brocade handicrafts not only were luxurious articles possessed by royal family and nobles, but also became an important trading item for the exchange between the East and the West connected by the Silk Road. The Shu Brocade of the Tang Dynasty represented the top level of ancient Chinese handcrafted silk.

The Shu Brocade features luxuriant appearance, bright color, elegant pattern and propitious (吉利的) design imbued with (蕴藏着) rich folklore and regional characteristics. The Shu Brocade works have a wide range of ornamental and practical applications, such as garments, quilts, pillowcases, articles of clothing, ladies’ shoes, and a host of other articles of both practical and artistic use. Soft and colorful, it is a splendid pearl in China’s silk thesaurus (宝库).

※ **Sichuan Hotpot**

Hotpot has more than 1000 years of history. It firstly appeared in Mongolia area and then became popular in the south of China in the Tang Dynasty. And now Sichuan hotpot is the most famous Chinese hotpot and can be found in almost every city in China.

Sichuan hotpot is famous for its hot and spicy flavor, resulting from a special seasoning -- Sichuan pepper (花椒) and other spicy ingredients like chili added to it, which make it different from other hotpots.

There are various of Sichuan hotpots, based on different broths (肉汤) and meats, so Sichuan hotpot suits customers of different preferences: salty, sweet, or sour flavors all are available. If you want to challenge your taste buds, Sichuan hotpot is highly recommended.

Basically, the main ingredients for hotpot are really various and you can use any you want to have a try. And the most commonly used ingredients include the followings:

Meat: Chicken, fish, duck, pork, beef, meat balls, seafood and crab;

Vegetables: Chinese cabbages, bean sprouts, green leafy vegetables, shallots;

Bean curd product: tofu, tofu skin, frozen tofu;

Fungus: black fungus (黑木耳), mushrooms, needle mushrooms.

The ingredients are usually served with dipping sauces, made by mixing your choice of sesame sauce, chili oil, soy sauce, garlic sauce, vinegar, pepper sauce, seafood sauce, green onions, etc. You can choose what you like to fit your own taste.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Li Jun), a tour guide from China International Travel Service (CITS), have received David Hill and his friends from New Zealand at the airport. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome tourists to Chengdu;
- 2) Introduce the driver and yourself;
- 3) Express good wish to the tourists;
- 4) Say something about the time change;
- 5) Give a brief introduction to Sichuan province;
- 6) Brief on arrangements in the next few days.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Sichuan specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the name of the specialty, the history, the degree of popularity, the ingredients and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Li Jun), a tour guide from China International Travel Service (CITS), will see off David Hill and his friends at the airport. The tourists have completed their Sichuan tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;

- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 （20%）

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Li Jun) are a tour guide from China International Travel Service (CITS). John Smith, a tourist of your tour group, has lost his purse. He is asking for your help.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识	

			和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

4. 试题编号: 1-1-4 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境,用英语致欢迎词和欢送词,向游客推介当地特产,处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Seven Days' Tour—Shanghai and Huangshan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Shanghai	Arrive in Shanghai; Free at leisure for the rest of the day. IFC Residence (5-star)	No meals
Day 2	Shanghai	Visit Jade Buddha Temple, Yuyuan Garden, City God Temple Street, Oriental Pearl TV Tower and Nanjing Road. IFC Residence (5-star)	B, L
Day 3	Shanghai—Huangshan City	Free time, high speed train to Huangshan. Crown Plaza Huangshan Yucheng (4-star)	B, L, D
Day 4	Huangshan City—Mt. Huangshan	Drive to Mt. Huangshan, enjoy the amazing landscape. Stay overnight at the top of the mountain.	B, L, D
Day 5	Mt. Huangshan --Huangshan City	Enjoy the fantastic sunrise amidst a sea of clouds in the summits; Drive to Huangshan City; Visit Tunxi Old Street which is regarded as a span of the old-time memory of the area. Crown Plaza Huangshan Yucheng (4-star)	B, L, D
Day 6	Huangshan - Shanghai	Take a journey to the ancient Yixian County and visit Hongcun Village; Be transferred to board the high speed train to Shanghai. IFC Residence (5-star)	B, L
Day 7	Shanghai	Free at leisure; Fly back home.	B

2) 上海简介

Shanghai, literally known as “the port on the sea”, is one of the world largest seaports and China major industrial as well as commercial center. The city has attracted more and more tourists from home and abroad for its unique charm.

Known to the world as the Oriental Pearl, Shanghai is China’s major gate to the outside world in the east. As early as in the Tang and Song Dynasties, Shanghai served as a foreign trade port and commercial ties. And during the Qing Dynasty, the city turned into a navigation hub (中心) and metropolis in southeast China, which attracted countless ships to the Huangpu River. Today, this famous international port has developed into China’s important center of economy, finance, trade, science and technology as well as culture.

3) 当地特产

※ Soup Dumplings (Xiao Long Bao)

To most Shanghai natives, Soup Dumplings, called Xiao Long Bao in Chinese, originated from Nanxiang, Shanghai in 1870s.

Soup Dumpling has thin skin made with flour and water, then hand-rolled by skilled chefs. The dumpling skin with a small amount of meat is then placed in the palm of the hand. The chef will then use his other fingers to gather the edges up by spinning the dumpling clockwise. The more pleats (打褶) on top of each soup dumpling means the chef is more skillful. A typical soup dumpling should have at least 14 pleats and should be slightly bigger than a golf ball.

These little dumplings are freshly made to order. They arrive at the table in piping hot bamboo steamers. Each plump(饱满的) dumpling contains a little pork meatball surrounded by a delightful meaty broth (肉汤) .

To prevent burning one’s mouth and to savor the dumpling, the preferred dining method is to bite off a little piece of the doughy wrapper, drip the broth to a spoon to cool off, or suck the broth when it is slightly cooler with a “slurp”, then eat the rest.

There are two variations available-- crab with pork meat and pork meat. Each basket is freshly made to order, so don’t forget to order your Soup Dumplings upon arrival at your table. Otherwise, it might be a long wait!

※ Sliced Boiled Chicken

Sliced boiled chicken enjoys a good reputation on the Shanghai Bund. Firstly seen in the State of Chu in the Warring States Period (475-221 BC), sliced boiled chicken, a broiler(肉鸡) stewed in a marinade (腌泡汁) , was an imperial court specialty. Later, the dish gained popularity among the public and branched into two forms: red braised chicken and white boiled chicken.

The simplest cooking techniques were used in the dish to keep its original flavor. No seasoning was added. The chicken was simply boiled, plated up, and dressed with dipping sauce. The special cooking method of cooling the boiled chicken in cold water helped retain its flavor and luster(光泽), and also crispened (使变脆) its skin.

The dish became famous in Shanghai’s Pudong District during the Qing Dynasty

(1644-1911). When Shanghai opened its ports to the outside world, sliced boiled chicken became popular with urban citizens. Its popularity comes from its distinctive flavor: the special “Three Yellow Chicken,” with yellow feet, skin and beak(嘴), is crisp and savory(可口的). The dipping sauce is also a unique recipe, a blend of soy sauce, ginger, and spring onions. It not only maintains the tenderness of the chicken and the golden, glossy color, but also enhances its flavor and freshness.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Guo Lei), a tour guide from China International Travel Service (CITS), have received the tour group from Canada at the airport. They will have a seven days' tour to Shanghai and Huangshan. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Shanghai;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Shanghai.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Shanghai delicacies with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the delicacies, the degree of popularity, the history, the ingredients, the flavor and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Guo Lei), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. They have completed their Shanghai and Huangshan Tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;

- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Guo Lei) are a tour guide from China International Travel Service (CITS). On the way from Huangshan City to Mt. Huangshan, Daniel Greene, a tourist, is feeling carsick and vomiting.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着	

20%			冷静与有条不紊处理问题的心理素质,具有一定的创新意识 and 创新能力,接待游客热情真诚礼貌,导游服务耐心细致周到,妆容得体,举止文明大方。	
	操作规范	10	熟悉 Office 办公软件,具备使用办公设备的能力,操作规范。工作场地脏乱差、严重违反考场纪律,造成恶劣影响的,本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确,声音洪亮计 8 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 8 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求,信息点完整计 8 分,信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确,声音洪亮计 8 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 8 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求,信息点完整计 8 分,信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确,声音洪亮计 5 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 6 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求,信息点完整计 5 分,信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确,声音洪亮计 5 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 6 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求,处理日程变更、物品丢失、游客伤病等问题,处理措施得当,信息点陈述完整计 5 分,处理措施不得当、信息点缺失每处扣 1 分。	

5.试题编号：1-1-5 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Five Days' Shaanxi Tour—Xi'an and Mt. Huashan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Xi'an	Arrive in Xi'an; Visit the ancient City Wall, which was constructed about 600 years ago during the Ming Dynasty, a good place to learn about the history of the city and have a panoramic old city view. Somerset Xindicheng Xian (4-star)	D
Day 2	Xi'an	Visit Terracotta Warriors and Horses Museum and explore one of the world's most important archaeological finds, with troops, horses and carriages in battle formation; Visit the Small Wild Goose Pagoda; Visit Shaanxi History Museum, where there is a galaxy of fine artistic and cultural relics; Enjoy Tang Dynasty Show with Dinner. Somerset Xindicheng Xian (4-star)	B, L, D
Day 3	Xi'an— Mt. Huashan	Drive to Mt. Huashan, one of the five sacred mountains in China. It is known as “the most precipitous mountain under heaven” and is probably the most dangerous mountain in the world routinely frequented by hikers. East Peak Hotel	B, L, D
Day 4	Mt. Huashan— Xi'an	Climb up to the North Peak and go hiking; Transfer you back to your hotel. Wyndham Grand Xian South (5-star)	B, L, D
Day 5	Xi'an	Visit the Great Mosque, an Islamic Mosque	B

		with Chinese temple layout; In the east of the mosque is the famous Muslim Street, where you can stroll around leisurely and taste authentic local snacks. Transfer you to Xi'an Airport for your homeward flight.	

2) 陕西简介

Shaanxi province, known as Qin or Shaan, is one of the birthplaces of China's civilization. It is also the political, economic and cultural center of several dynasties in the country's history. When the first unified and power-centralized dynasty of China, Qin Dynasty was founded, its capital was chosen from this land. Later, several other dynasties, such as the Han Dynasty and Tang Dynasty, set up their capitals on this land, making it a world famous ancient capital city. It is from here that Chinese civilization first spread out to the outside world.

Shaanxi Province can be divided into northern, central and southern parts, differing in geographical, historical, cultural and climatic backgrounds, etc. Central Shaanxi, or Guanzhong, is located to the south of the Beishan Mountains and north of the Qinling Mountains.

3) 当地特产

※ Liangpi

Liangpi is a kind of noodle-like cold dish made of steamed rice or wheat flour. The meaning of the name when translated literally is cold skin, referring to the chewy, thick texture and appearance of the noodles. It is a specialty dish originating from Shaanxi province, but has spread to many other places in China, in particular the northern and central regions.

Generally, there are two kinds of liangpi — rice noodles (Mipi) and wheat noodles (Ganmianpi). The difference between them is that the former tastes a little softer and seems whiter in color. To prepare the dish, noodles that are made from either wheat flour, rice flour, or a combination of both are dressed with peanut sauce, chili oil and vinegar, while typical garnishing (装饰) includes thinly sliced strips of cucumber, bean sprouts, and cilantro (香菜). While eaten, the rice noodles are mixed with several kinds of seasonings including special hot red pepper, sauce, salt, vinegar, mashed garlic and bean sprout.

Although liangpi is served cold, it's served in every season including winter. The New York Times' Julia Moskin describes liangpi at *Xi'an Famous Foods* as "a dish of cold noodles in a sauce that hits every possible flavor category (sweet, tangy, savory, herbal, nutty and dozens of others)".

※ Tang Tri-color Porcelain Replicas

The early Tang Dynasty was a representative period of political harmony and economic strength. Manufacturing techniques improved, as did those of pottery. The emergence of tri-color pottery brought China's age-old traditional ceramic industry to a new high. Although its

production lasted only 100 years at its peak, tri-color pottery had a great influence on following dynasties, and was replicated both at home and abroad, resulting in Song-Dynasty tri-color, Liao-Dynasty tri-color, and Japan's Nara tri-color. Tang Tri-color represents a great historical period and a unique ancient art form.

Its colors include yellow, green, brown, blue, black and white, but the first three shades of yellow, green and brown are its major tones. The body was made from white clay, and after the clay mold (模具) had been fired into a fixed shape, a mineral frit (釉料) containing such elements as copper, iron was applied. The body would then be fired again at a temperature of around 900 degrees centigrade. Since the frit was high in lead (铅) compounds, its fusing (熔化) degree was low, and it would therefore diffuse while being heated, allowing different colors to permeate. Though tri-color pottery took more time and went through a complex process in its making, it was not as solid and durable as porcelain, and had a high lead (铅) content.

Common themes include figurines (雕像), ceramic camels and horses. Most of the tri-color human figures are female. They range in size from a dozen centimeters to over one meter tall, and wear gorgeous, fashionable costumes whilst showing grace and refinement. Their full figures and round faces are in conformity with the criteria of beauty in the Tang Dynasty. Human figures also include depictions of Hu people (a general term for people of non-Han origin), which make them a unique feature of the Tang Dynasty.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Zhao Min), a tour guide from China Youth Travel Service (CYTS), have received the tour group from England at the airport. The tourists will have a five days' tour to Xi'an and Mt. Huashan. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Xi'an;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Shaanxi province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Shaanxi specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the materials, the production methods and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Zhao Min), a tour guide from China Youth Travel Service (CYTS), will see off the tour leader and the tour group at the airport. The tourists have completed their Shaanxi Tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Zhao Min) are a tour guide from China Youth Travel Service (CYTS). Edward Jones, a tourist of your tour group, lost his sunglasses in a souvenir shop.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整	

			通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句， 本题计 0 分。
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

6.试题编号：1-1-6 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Five Days' Tour—Hangzhou, Wuzhen Water Town and Suzhou

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Hangzhou	Arrive in Hangzhou; Free at leisure for the rest of the day. Sofitel Hangzhou Westlake (5-star)	D
Day 2	Hangzhou	Visit Meijiawu Tea Culture Village ; In the afternoon, visit West Lake with boat trip, which is like a shining pearl inlaid on the vast land of China; Move to visit Lingyin Temple, one of the top ten most famous ancient Buddhist monasteries in China and one of the largest and wealthiest Buddhist temples in China. Sofitel Hangzhou Westlake(5-star)	B, L, D
Day 3	Hangzhou— Wuzhen Xizha Scenic Area	Visit Wuzhen, the ancient water town; Take a boat trip along the waterway to visit Wuzhen. During the trip, visit Ancient Bed Museum, Water Market, Folk Custom Museum, etc. Wuzhen Guest House	B, L
Day 4	Wuzhen Xizha Scenic Area— Suzhou	Drive to Suzhou; Visit the ancient Tongli Water Town, which has been endowed with its own cultures and charms with a history of over 1,000 years; Visit the Suzhou ancient town, enjoying the classical Chinese gardens, old streets, bridges, etc. Mercure Hotel (4-star)	B, L
Day 5	Suzhou—	Visit Lingerling Garden, where you could find	B

	Shanghai	the most delicate layout and rockeries; Transfer you to Shanghai Airport for your homeward flight.	

2) 浙江简介

Situated in China's eastern coastal area and to the south of the Yangtze Delta, Zhejiang is the province with the most islands in China, with more than 3,000 islands along its coast. The region enjoys distinct seasons due to its subtropical geographic location. Spring and autumn are the most pleasant months for travelers to visit.

In terms of tourism, it has boasted many attraction sites since ancient times. Its capital, Hangzhou, as a key national tourist city, is picturesque all year round. One of China's most beautiful sites, West Lake, is located right in the heart of the city. There is a saying that illustrates the charm of the city: "In heaven there is a paradise, and on earth there are Hangzhou and Suzhou."

3) 当地特产

※ Hangzhou Silk

Hangzhou silk has enjoyed a high reputation in the whole country for thousands of years. The excellent skills of those artists and the attractive appearances of silk productions are highlights of this city.

It was said that Empress Lei Zu, wife of legendary Yellow Emperor (third millennium BC), as the inventor of sericulture (蚕丝业), taught people how to domesticate silkworms and transform cocoons (蚕茧) into clothing. In the Han Dynasty, Hangzhou silk was introduced to foreign countries via the Silk Road. Today the city produces a wide variety of silk products that sell well on both domestic and international markets, and the silk industry has greatly fueled the economic growth of the city.

Hangzhou silk is famous for its soft texture, shiny color, and fine, smooth feel. The pattern of Hangzhou silk productions is derived from the nature and daily life, the flowers, pavilions, terraces (梯田) and open halls, small bridges flowing water in four seasons.

At present, mainly fourteen categories of silk are produced in Hangzhou, including silk fabric, satin, cotton, thin silk cloth, crape (绉纱), ghatpot (真丝绫), silk gauze and so on. There are over two hundred varieties and two thousand varieties of designs. With novelty pictures, luxurious feelings, well-arranged flowers and plants and vivid figures, many products have received national or provincial awards for high-quality products and been sold in more than 100 countries and regions in the world.

Dujinsheng is undoubtedly the first brand for Hangzhou silk. Dujinsheng Silk Plant was established in 1922 and the biggest export enterprise producing silk handiworks in China. It mainly produces landscape paintings, desk carpets, back cushions, curtains and brocade apparel fabrics. Since the products are gorgeous and elegant, it is praised as "the flower of oriental art" by

foreign friends.

※ Longjing Tea (Dragon Well Tea)

Longjing Tea, or Dragon Well Tea in China, is a kind of green tea as well as the most popular tea in China. It is reputed for its green color, beautiful shape, long-lasting fragrance and mellow taste. In addition, it is a helper in losing weight, resisting aging, allaying tiredness, inhibiting decayed tooth, inhibiting cancer cells and curing night blindness.

It is mainly produced in mountains surrounding West Lake in Hangzhou with mild temperature, abundant rainfall and diffuse (散开的) sunlight, hence people also call it West Lake Longjing Tea. The five major areas are Shifeng Mountain, Wengjia Mountain, Hupao Mountain, Meijiawu and Lingyin Mountain. The famous Longjing Tea Village is also located here, to the southwest of West Lake. Qianlong Emperor in Qing Dynasty, once came to Longjing Tea Village four times for tasting the tea and wrote six poems about it personally, pushing Hangzhou Longjing Tea to a high position.

How to Select Longjing Tea

Touch: Pick up some dry tea leaves and entwine them. If they become powder, they are the best; otherwise, they contain too much water.

Watch: The dry tea leaves should be bright green, flat, smooth and complete, and there is no or few impurities (杂质). The apex (尖端) of the leaves is shaped like a sword. After brewing, the soup is clear in light green or yellow green.

Smell: To check if there are some bad smells like smoke, coke, acid, rot and mildew (霉味).

Taste: After brewing, it has a mellow (芳醇的) taste, which can leave in your mouth for a long time.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Yang Dong), a tour guide from China Youth Travel Service (CYTS), have received a tour group from the United States at the airport. The tourists will have a five days' tour to Hangzhou and Suzhou. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Hangzhou;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Zhejiang province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Zhejiang specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the materials, the characteristics, the value or the benefits and how to select them.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Yang Dong), a tour guide from China Youth Travel Service (CYTS), will see off the tour leader and the tour group at the airport. The tourists have completed their Tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Yang Dong) are a tour guide from China Youth Travel Service (CYTS). Avy Black, a tourist of your tour group, is suffering from heatstroke during visiting the West Lake.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑；	必备

	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完	

			整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句， 本题计 0 分。
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

7.试题编号：1-1-7 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Guangxi Tour—Guilin and Yangshuo

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Guilin	Arrive in Guilin; Free at leisure for the rest of the day. Grand Link Hotel (4-star)	No meals
Day 2	Guilin—Longsheng— Sanjiang	Head for Longsheng to visit the Dragon's Backbone Rice Terraces; Visit the Villages of Zhuang to experience the unique Chinese ethnic culture; Head for Sanjiang. Jingxiang Hotel (4-star)	B, L, D
Day 3	Sanjiang— Guilin	Visit the Dong Village in Sanjiang, where you can see the landmark constructions of Dong Village, the Wind and Rain Bridge and the Drum Tower; Take a tour bus back to Guilin. Grand Link Hotel (4-star)	B, L, D
Day 4	Guilin— Yangshuo	Take a cruise journey along Li River down to Yangshuo; Visit the West Street which is a 1,400-year-old traditional Southern Chinese Street but shows the unique international flavor. New Century Hotel (4-star)	B, L
Day 5	Yangshuo	Free for you to explore the small town of Yangshuo. New Century Hotel (4-star)	B
Day 6	Yangshuo— Guilin	Return to Guilin; Visit the Reed Flute Cave which is one of	B, L

		China's most noted karst caves; Visit the Elephant Trunk Hill and the Fubo Hill. Take you to the airport for onward flight.	

2) 广西简介

Characterized by charming natural scenery and diverse ethnic customs, Guangxi Zhuang Autonomous Region is an impressive region to visit. As a whole, Guangxi is mountainous with a few plains. The capital city Nanning is known as the "Green City" because of its rich plentiful tropical plants.

"Guilin's landscape tops those elsewhere while Yangshuo's landscape tops that of Guilin". This famous Chinese saying well stresses the unparalleled beauty of Guilin and Yangshuo, both of which are located in Guangxi and should not be missed when traveling. Guilin boasts characteristic karst formations, diversely shaped by the weathering (风化) and erosion of millions of years. The Li River is a pearl in China's beautiful landscape as well as the highlight and soul of Guilin scenery.

3) 当地特产

※ Yangshuo Painted Fan

Yangshuo painted fan is popular with tourists at home and abroad because of "Guilin landscape", "Yangshuo scenery" theme of ink and wash.

Yangshuo painted fans are handmade and crafted from rice paper or silk with bamboo found along the Li River as the fan framework after the process of drawing, dyeing, framing, sticking, crossing and painting. Painted fans are all delightfully delicate and beautiful, decorated with painted Guilin landscapes, flowers, birds, insects or traditional Chinese girls. All the materials used to make the fans are almost local products. The vast majority of locals in the town are involved in this ancient craft. Prices range from several dollars to several hundred dollars according to size and level of detail. Shops that make and sell painted fans can be seen everywhere when you stroll on the ancient streets.

In ancient times, Chinese poets would like to hold a painted fan on their hands. It was taken as a symbol of being handsome and gentle. Sometimes a painted fan can be a symbol of status. If you had a fan which was sent by the emperor, it showed that you were in a higher position in the society. Nowadays, they range from the small hand fans for everyday use to large canopies that can be very good wall decorations rather than symbols of the social positions.

After recent 20 years of development, Yangshuo Painted Fan made remarkable achievements. There were only 3 to 5 manufacturers in the late 1970s, but now there are more than 200 manufactures. The products are exported to more than 50 countries and regions. Yangshuo has become the largest production base of painted fan and sales market. Fuli, one of ancient towns in Yangshuo, is known as the "the hometown of painted fan".

※ Guilin Rice Noodles

Guilin rice noodles is the most famous and popular local snack in Guilin. Local people enjoy it as breakfast, lunch or dinner. Guilin rice noodles can probably be found within 100 meters of any town or city area in Guilin.

As an essential part of daily life for modern Guilin residents, rice noodles have been a staple of the local diet for thousands of years. The dish was first enjoyed over 2,000 years ago during China's Qin dynasty, an era in which many of the nation's basic geographic boundaries and administrative systems were established.

Plain rice noodles are white, and taste soft and smooth. They are made from rice flour starch, and two shapes come in mainly, round and flat.

Rice noodles, gravy (肉汁), fried peanuts or soybeans, chopped scallions, thin slices of different kinds of meat are added at the food counter by the rice noodles chef for various versions of this renowned and tasty dish. You can also add marinated (卤的) eggs at extra cost.

Whatever the type of rice noodles, the gravy is the cream. The gravy is slow-boiled for several hours with various (up to 20) ingredients and spices, such as dried tangerine peel (陈皮), cinnamon (肉桂) and ginger. There is no standard recipe for making the gravy, so each noodle shop may have their own secret recipe that hopefully stands out from other shops.

Well-chopped condiments (调味品) are usually put on a separate table for customers to add by themselves, including spring onions, chili, pickled beans, and pickled white radish in chili sauce.

Started in 1986, Chongshan Rice Noodles is considered the representative of traditional Guilin rice noodles. It has many branches in the Guilin city area, and is very popular with local people.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Xu Jing), a tour guide from China Youth Travel Service (CYTS), have received a tour group from Australia at the airport. The tourists will have a six days' tour to Guangxi province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Guilin;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Guangxi province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Guangxi specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the materials, the crafts and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Xu Jing), a tour guide from China Youth Travel Service (CYTS), will see off the tour leader and the tour group at the airport. The tourists have completed their Guangxi tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Xu Jing) are a tour guide from China Youth Travel Service (CYTS). On the fourth day, the tour group takes a cruise journey along Li River down to Yangshuo. Daniel Black, a tourist of your tour group, is very unsatisfied with the box lunch offered by the cruise company.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to deal with the tourist's unsatisfaction;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备

	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，	口头表

	送词 16 分		每处扣 0.5 分。	达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

8.试题编号：1-1-8 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Guizhou Tour—Guiyang, Huangguoshu Waterfall and Mt. Fanjingshan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Guiyang	Arrive in Guiyang, “City of Forest”; Free at leisure for the rest of the day. Sofitel Guiyang Hunter (5-star)	No meals
Day 2	Guiyang— Huangguoshu Waterfall— Anshun	Visit Doupotang Scenic Area and Tianxingqiao Scenic Area; Visit Huangguoshu Waterfall, which is the largest waterfall in Asia; Escort you to the hotel in Anshun City. Perenc Hotel	B
Day 3	Anshun—Qingyan Ancient Town— Kaili	Visit Qingyan Ancient Town in South Guiyang, which was established during Ming and Qing Dynasties; Drive to Kaili; Grand Metro Park Heaven-sent (4-star)	B, L, D
Day 4	Kaili— Mt. Fanjingshan	Visit Langde Upper Miao Village, which is reputed as “the Hometown of Chinese Folk Song and Dance Art”; Visit Matang Gejia Village, where lived over 400 Gejia people who are called the 57th ethnic group in China unofficially; Learn how to make batik with wax (蜡染); Arrive at the foot of Mt. Fanjingshan in Tongren City. Fanjingshan Qixi Resort Hotel	B, L
Day 5	Mt. Fanjingshan— Tongren	Visit Fanjingshan National Nature Preserve. Fanjingshan Qixi Resort Hotel	B, L
Day 6	Tongren	Escort you to the airport for your flight for	B

		your next destination or home.	

2) 贵州简介

Situated in Southwest China, Guizhou is a gorgeous resort housing four UNESCO World Natural Heritages Sites including Fanjingshan Mountain, Libo County and Yuntai Mountain as part of South China Karst, Chishui as part of China Danxia Landscape and Huangguoshu Waterfall--the Asia's No.1 largest waterfall. Strong recommended by CNN and listed by Lonely Planet as the No.6 of all "Top 10 Regions to Visit in 2020", the large Guizhou province is super popular for marveling at nature's magic creativity for special Karst spectacles.

Food there mainly consists of Qian cuisine and local snacks. Hot, spicy and sour are the three most featured flavors of Qian cuisine. The most famous dishes include Suan Tang Yu (sour soup fish) and griddle (煎) cooked dishes. Rice wine made by local farmers is also a famous specialty.

3) 当地特产

※ Maotai Liquor

Maotai liquor is considered as the national liquor of China and one of the world's three best distilled (蒸馏) liquors along with whisky from the UK and French brandy. It is made from a grain called red sorghum (高粱) at Kweichow (Guizhou) Moutai Co, Ltd, China's most famous *baijiu* (Chinese spirits) distillery (酿酒厂). Maotai liquor is served at all Chinese state banquets and often presented as a diplomatic gift.

It is produced in Maotai town located in Guizhou province. Maotai town has a particular climate: mild winters and hot summers, low wind and rainfall, but high temperatures and humidity. The Maotai town distillery region is located at the upper reaches of the Chishui River, where the water is the purest and there is a high concentration of micronutrients (微量营养物), which gives the liquor its unique, savoury (风味极佳的) taste.

Like champagne, only the *baijiu* produced in Maotai town can be called Maotai, and more specifically only the *baijiu* produced by Kweichow Moutai Co, Ltd. Other Maotai is called Maotai town *baijiu*. Exactly when the first formal liquor production sites in the town of Maotai were established is not known, but a source dates a distilling workshop to 1599 during the Ming dynasty. In the early 1950s, the local government established the state-run Moutai Distillery. Since then, it has undergone multiple expansions.

The liquor is distilled from fermented (发酵的) sorghum. During harvesting, only golden grains that are hard, plump, uniform and thin-skinned are selected. The distilled *baiju* is then stored for three to four years in earthenware (陶制的) jars which allow the alcohol to "breathe". Following this storage period, the basic Maotai distillates (蒸馏液) will go through an elaborate blending process. Master blenders, relying on their personal tastes and techniques passed down over hundreds of years, make use of a few or tens of basic distillates in search of the ultimate balance and depth in taste.

※ Duyun Maojian Tea

Duyun Maojian tea is a kind of Chinese green tea and is one of the top 10 famous Chinese teas, produced in Duyun city of Guizhou province. It is also a national geographic indication product of China.

According to historical records, as early as the Ming Dynasty, the tea is called “Fishhook tea” because the tea leaves are curled like fishhook and it was regarded as a royal tribute tea. By the Qing Dynasty, it began to be exported abroad. In 1956, Fishhook tea was sent to Chairman Mao, who named the tea “Duyun Maojian”.

Duyun city is located in the south of Guizhou Province. It has a subtropical humid monsoon (季风) climate; the altitude is more than 1,000 meters; trees are lush (繁茂的); clouds and mists are pervasive; the four seasons are pleasant; the annual average temperature is 16℃. In addition, the soil layer is deep, loose and moist, acidic, containing a lot of iron and phosphate (磷酸盐). These special natural conditions are suitable not only for the growth of tea trees, but also for the formation of the unique style of Duyun Maojian.

The picking period of Duyun Maojian is from the beginning of March to the beginning of May. The picking standard of the fresh leaves is single bud or one bud with one leaf and the length of it is not more than 2.0 cm. The shape of Duyun Maojian is fine, smooth, with green color, white fluffs (绒毛), long-lasting fragrance, and mellow (芳醇的) taste and its soup is clear and bright.

Duyun Maojian has the characteristics of “three yellow in green”. The color of dried tea leaves is yellow in green; the color of its soup is yellow in green; the color of brewed tea leaves is yellow in green.

Duyun Maojian has many effects and functions, such as lowering blood lipid, protecting teeth and eyesight, inhibiting cardiovascular (心血管的) disease, preventing and treating radiation damage.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Huang Jun), a tour guide from China Youth Travel Service (CYTS), have received a tour group from New Zealand at the airport. The tourists will have a six days' tour to Guizhou province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Guiyang;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;

6) Give a brief introduction to Guizhou province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Guizhou specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the taste, the climatic features of the place of origin and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Huang Jun), a tour guide from China Youth Travel Service (CYTS), will see off the tour leader and the tour group at the airport. The tourists have completed their Guizhou tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Huang Jun) are a tour guide from China Youth Travel Service (CYTS). Edward Green, a tourist of your tour group, is shopping at a bird and antique market. A shopkeeper is quarreling with her because she decided not to buy the antique coins after bargaining.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to stop the quarrel;
- 3) Indicate what a tour guide should pay attention to when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注

场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	

	致欢 送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

9. 试题编号: 1-1-9 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境, 用英语致欢迎词和欢送词, 向游客推介当地特产, 处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Eight Days' In-depth Gansu Highlights Tour

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Lanzhou – Xiahe	Arrive in Lanzhou, then drive to Xiahe in the southwest of Lanzhou, a small county featuring in Tibetan culture and history and amazing grassland and plateau scenery. Baiyun Hotel	No meals
Day 2	Xiahe— Linxia	Visit Labrang Monastery, the most influential monastery outside the Tibet Autonomous Region; Visit Sangke Grassland which is a natural pasture of Tibetan nomads; Drive about 2.5 hours to Linxia. Hezhou Hongrui International Hotel	B, L
Day 3	Linxia— Zhangye	Visit Bingling Temple; Take high speed train to Zhangye. Zhangye Huachen International Hotel	B, L
Day 4	Zhangye	Visit Binggou Danxia Landform; Visit Zhangye Danxia Landform Geographical Park. Zhangye Huachen International Hotel	B, L
Day 5	Zhangye— Jiayuguan	Visit the Giant Buddha Temple; Drive to Jiayuguan City; Visit Jiayuguan Pass. Kunyi Time Hotel	B, L
Day 6	Jiayuguan— Dunhuang	Travel to Dunhuang from Jiayuguan; On route, visit Yulin Grottoes which is known as the “sister caves” of Mogao caves; Stroll around Shazhou Night Market.	B, L

		Hexi Corridor Grand Hotel	
Day 7	Dunhuang	Visit Mogao Grottoes Digital Exhibition; Visit Echoing Sand Mountains and Crescent Lake; Enjoy the fascinating Silk Road Show--Silk Road Flower Rain. Hexi Corridor Grand Hotel	B, L
Day 8	Dunhuang	see you off at the Dunhuang Airport/	B

2) 甘肃简介

Located in the upper reaches of the Yellow River, northwest China, Gansu is one of the cradles of Chinese cultures. Surrounded by mountains, Gansu has varied and complicated topography ranging from snow mountains to the vast stretches of grasslands, broad and desolate deserts, lush forests and mysterious lakes.

Known as the key place and golden section of the Silk Road, Gansu is full of cultural and historical relics. Mogao Caves is the largest and most well-preserved Buddhist art palace and also a post along the ancient Silk Road. The Labrang Monastery in Xiahe is one of the largest Tibetan Buddhist resorts in China while the Bingling Temple in Lanzhou is a treasure trove (宝库) of Han Buddhism.

3) 当地特产

※ Lanzhou Beef Noodles

Lanzhou beef noodles (stretched noodles) is the most famous local dish. Dubbed the “Best noodles in China”, the Lanzhou beef noodles were first created by a cook named Ma Liuqi, a native of Dongxiang ethnic group under the reign of Emperor Guangxu (1875-1908) in the Qing Dynasty (1616-1911). They have become a kind of internationally renowned Chinese-style fast food.

This dish has five main features: clear soup, white radish, red pepper, green caraway (香菜) and yellow noodles. The noodles can be wide or slim to meet different preferences. Men like er xi (a little wider) while women like slim ones, the middle-aged and the old like jiuyezi (leek leaf) and maoxi (slimmer), scholars prefer slim and jiuyezi. Farmers, soldiers and workers prefer wide or even wider. If a woman or an old man asks for wider noodles or a man asks for maoxi noodles, it would be rather strange. The noodles have gone beyond food to become a culture.

A bowl of beef noodles takes only a few minutes to prepare. In a certain local beef noodles restaurant in Lanzhou, the chef twists and stretches the dough skillfully and the dish can be finished in less than two minutes. This quick and inexpensive food is undoubtedly the first choice among the locals. There are one or two beef noodles eateries on every street in the city.

※ Sanpaotao Tea

Sanpaotai, also known as gaiwan (covered bowl) tea, is believed to have been originated

from the Tang dynasty in China and became popular in the northwestern part of the country between 14th and 17th century. The term “sanpaotai,” literally translated as three forts, refers to the three elements of the tea set: the tea bowl, the lid and the saucer (also called the tea boat). Today, sanpaotai or gaiwan are still commonly used among tea drinkers.

When sanpaotai was introduced to Northwest China, the Hui people of the area incorporated it into their tea-drinking practice and developed the unique sanpaotai teas as we know them now.

There are many types of sanpaotai tea. In general, they are sweetened teas that combine tea leaves with different flowers, herbs and dried fruits in a number of variations. Sanpaotai teas are meant to enhance our health and to delight our palates (味觉). The “right” variation depends on the weather and/or a person’s physical wellbeing. For example, in warm weather usually green tea is used, while in cold weather pu-erh tea may be more appropriate. Though it is commonly believed that chrysanthemum (菊花) benefits our eyesight, if your body is of the “cold nature” you should take it with moderation.

Sanpaotai tea has been such a staple in the Hui and the northwestern Chinese culture so that no good host will not serve his guests some sanpaotai tea during their visit.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Wang Juan), a tour guide from China Youth Travel Service (CYTS), have received a tour group from Italy at the airport. The tourists will have an eight days’ tour to Gansu province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Lanzhou;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Give a brief introduction to Gansu province;
- 6) Offer some travel tips.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Gansu specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the flavors, the ingredients and the characteristics.

Task 3 致欢送词 （20%）

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Wang Juan), a tour guide from China Youth Travel Service (CYTS), will see off the tour leader and the tour group at the airport. The tourists have completed their tour Gansu. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 （20%）

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Wang Juan) are a tour guide from China Youth Travel Service (CYTS). After Zhangye danxia sightseeing on the fourth day of the tour, Annie Smith, a tourist of your tour group, is peeling (脱皮) because of a serious sunburn.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送

词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

			专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	本题计 0 分。
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

10. 试题编号: 1-1-10 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境, 用英语致欢迎词和欢送词, 向游客推介当地特产, 处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Five Days' Fujian Tour—Xiamen and Mt. Wuyi

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Xiamen	Arrive in Xiamen, “the Garden City on the Sea”; Free at leisure for the rest of the day. You can take a leisure walk at Zhongshan Road pedestrian street where you’ll appreciate lots of beautiful old buildings in Chinese, Western and South Asian styles. Kempinski Hotel Xiamen (5-star)	No meals
Day 2	Xiamen— Nanjing Tulou— Yongding Tulou —Xiamen	Visit Nanjing Tulou, a key part of Fujian Tulou; Visit Taxia Village; Drive to Gaobei Tulou Cluster in Yongding to explore Chengqi Building, which is now more than 300 years old; Drive back to Xiamen. Kempinski Hotel Xiamen (5-star)	B, L
Day 3	Xiamen— Mt. Wuyi	Visit Gulangyu Island, the No.1 attraction in Xiamen with dozens of precious historical architectures built by people from the UK, Italy, France, Spain, Japan, etc.; Visit Nanputuo Temple (South Putuo Temple) of more than 1,000 years old; Take high speed train to Mt. Wuyi. Wuyi Mountain Dahongpao Resort (5-star)	B, L, D
Day 4	Mt. Wuyi	Visit Wuyi Mountain featured with enchanting waterscape and the sceneries of Danxia landform; Climb up the Tianyou Peak (Heavenly Tour	B, L, D

		Peak) that is the “No.1 Landscape of Wuyi Mountain”; Appreciate the world large-scale live performance of Impression Da Hong Pao; Wuyi Mountain Dahongpao Resort (5-star)	
Day 5	Mt. Wuyi	Visit the Dahongpao Scenic Area (Big Red Robe Scenic Area); Visit Xiamei Village which is over 1400 years old; Escort you to Wuyishan Airport.	B, L

2) 福建简介

Fujian Province is located on the southeast coast of China, with Fuzhou as the provincial capital. Fujian is also the home of many overseas Chinese.

Fujian is blessed with a rich history, famous historical sites and beautiful natural landscapes, making it a unique tourist attraction. Its numerous tourist attractions include mountains, rivers and well-known cities. Quanzhou, one of China's famous historic and cultural ancient cities, is a human and scenic spot approved by the UNESCO; Xiamen, known as the “Garden on the Sea”, is a picturesque special economic zone; Wuyi Mountain, inscribed on the World Heritage Site List, is famous for its peaks and Dahongpao tea; Fujian Tulou and Gulangyu Island are on World Cultural Heritage list.

3) 当地特产

※ Dahongpao Tea

Dahongpao, literally called Big Red Robe, is a kind of Chinese oolong tea and produced in Wuyi Mountain, Fujian Province. It is of the best quality in Wuyi rock tea and honored as “the king of Wuyi tea”. Dahongpao is carefully made with exquisite handicraft. The finished tea looks greenish brown. After brewed (泡茶), the beverage is bright orange and clear. It tastes mellow (芳醇的) and rich with a striking charm of rock. After drinking, an enduring aftertaste can be kept in mouth. It still remains fragrant even after being brewed nine times.

The seed trees of Dahongpao grow on a steep rock in Jiulongke of Tianxin Rock in Mt. Wuyi. The stone inscription of three Chinese characters “Da Hong Pao” made by a monk of Tianxin Temple in 1927 is still visible now. The number of seed trees is limited and there are only six existing. Their growing environment is unique. The summit of the rock is infiltrated (浸润) by spring all the year round, which brings accumulated nutrients and irrigates the seed trees appropriately. In addition, the rock where the seed trees grow can properly block strong sunlight at noon, while it can reflect sunlight to the seed trees. Hence, this unique growing environment is what other tea trees nearby lack of. Due to the special environment and plants, the seed trees of Dahongpao are extremely precious. In 2000, the mother tree of Dahongpao were listed as an

ancient and famous tree in the World Natural and Cultural Heritage. The tea output from them is no more than a few hundred grams. Therefore, Dahongpao is very valuable and expensive.

It has good effects such as anti-cancer, blood fat reduction, memory enhancement, blood pressure lowering, weight losing and digestion promotion, tooth protecting, eyesight improving.

※ Tieguanyin Tea (Iron Goddess Tea)

Tieguanyin (full name is Anxi Tieguanyin) has many other names such as Iron Goddess, Iron Guanyin, Tie Kuan Yin. “Tie” means “Iron” and “Guanyin” means “Goddess of Mercy”.

It is a kind of Chinese oolong tea and is one of the top 10 famous Chinese teas. It is produced in Anxi County of Quanzhou City, Fujian Province. Tieguanyin tea has a unique “Guanyin Flavor” (or Guanyin Yun).

The first people who invented oolong tea was the Anxi people that created oolong tea in 1725 (During the Qing Dynasty). Tieguanyin tea was first created by the Anxi people during 1725-1735. In 1896, two Anxi people introduced Tieguanyin tea to Taiwan, Guangdong and other provinces. It is welcomed by many tea customers. As the production technology of Anxi oolong tea continually improved, Anxi oolong started to spread other countries, then Tieguanyin tea gained an increasing reputation.

The shape of Tieguanyin leaves is fat and crapy (褶皱的); the color of dried tea leaves is emerald (翠绿的) interlaced with dark green; the fragrance is fresh and strong; after brewed, the color of the tea soup is clear, bright and orange-yellow; the taste is mellow, fresh, and sweet aftertaste. It has a natural long-lasting orchid (兰花) fragrance.

According to the degree of fermentation (发酵) and production technology, Tieguanyin tea can be roughly classified into fragrant, strong fragrant, mellow fragrant, and charcoal-baked Tieguanyin tea.

Through modern scientific identification, there are more than 450 kinds of organic chemical components and 40 kinds of inorganic mineral elements in tea. The organic and inorganic mineral elements in tea contain many nutritive and effective components. The content of organic chemical components in Tieguanyin is significantly higher than that in other teas. Here are the main benefits of Tieguanyin tea: anti-aging, anti-cancer, losing weight, beautifying face, regulating mood, refreshing thinking and promoting digestion.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Zhang Jia), a tour guide from China International Travel Service (CITS), has received a tour group from Sweden at the airport. The tourists will have a five days' tour to Fujian province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Xiamen;

- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Fujian province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Fujian specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, which variety of Chinese tea they belong to, the reputations, the flavors, the characteristics and the health benefits.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Zhang Jia), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. The tourists have completed their Fujian tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Zhang Jia) are a tour guide from China International Travel Service (CITS). John Palma, a tourist of your tour group, is scared of heights and trembling on the half way of climbing up Wuyi Mountain.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate what attitude a tour guide should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，	

			语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句， 本题计 0 分。
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢 送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

11. 试题编号：1-1-11 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Five Days' Guangdong Tour—Guangzhou, Foshan and Shunde

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Guangzhou	Arrive in Guangzhou, a foodie paradise; Enjoy the 70-minute fascinating Pearl River night cruise sailing along the mother river of Guangzhou. Double Tree by Hilton Hotel (5-star)	No meals
Day 2	Guangzhou	Visit Yuexiu Park; Visit Guangzhou Museum and Sun Yat-sen Memorial Hall; Visit Chen Clan Ancestral Hall (陈家祠) which is regarded as the largest, most beautifully decorated and best preserved traditional ancestral temple in Guangdong Province; Visit Shamian Island; Visit Canton Tower. Double Tree by Hilton Hotel (5-star)	B, L
Day 3	Guangzhou—Foshan	Drive to Foshan City that is famous for martial arts, ceramics and lion dancing; Visit Ancestral Temple; Visit Lingnan Tiandi, a top best to admire the multiple exquisite historic Lingnan constructions to seek the traditional culture of Foshan; Visit Ancient Nanfeng Kiln in Shiwan; Stroll around Shiwan Doll Street, where countless interesting ceramic dolls with high skills are displayed in shops.	B, L, D

		Xiang Yun Sha Garden Hotel (4-star)	
Day 4	Foshan— Shunde— Guangzhou	Drive to visit Qinghui Garden in Shunde, a masterpiece of southern classical garden art and one of the four famous gardens in Lingnan area; Visit Fengjian Water Village, reputed as “Zhouzhuang town in Lingnan area”; Drive back to Guangzhou. Double Tree by Hilton Hotel (5-star)	B, L
Day 5	Guangzhou	Escort you to Baiyun Airport for departure.	B

2) 广东简介

Located in Southeast China, Guangdong is the third richest province. It borders Hong Kong and Macao and is adjacent to southeast Asian countries. The advantageous geographical location enables Guangdong to serve as a window, through which China communicates with the rest of the world. Guangzhou is the capital of the province with a history of over 2,200 years and serves as the transport hub and major stop to explore Cantonese culture.

Guangdong is a place with beautiful mountains and rivers, moderate climate and many scenic spots. The Luofu Mountain, the Danxia Mountain, the Dinghu Mountain and the Xiqiao Mountain are the four famous mountains in Guangdong Province. The Pearl River cruise is a must for visitors, which provides picturesque scenery along the third longest river of China.

3) 当地特产

※ Jade Carving

In Chinese art, “jade” (known by the Chinese character “yu”) is an ornamental stone used in a wide variety of jewelry art, figure carving and other types of sculpture. Jade holds a greater fascination for the Chinese than any other stones. Traditionally, it is worn for good luck, as a protection against sickness and as an amulet (护身符) for travelers.

One important reason why carved-jade objects were (and are) so highly prized, is that the Chinese people believe that jade represents purity, beauty, longevity, even immortality. In addition, jade carvers valued the stone for its glitter, translucent colors and shades.

The traditional method of carving jade was to wear (磨) it away with carborundum sand (金刚砂) and a soft tool. The ancient Chinese considered the sky to be round and the earth to be square, so they made round and square shaped objects out of jade in order to offer sacrifices to the heaven and earth. Popular animal shapes included the dragon and phoenix—both divine animals respected in ancient China. Jade was also used for tomb objects carved to honor ancestors, exorcise evil and protect against disasters, while personal jade items were worn in order to purify one’s soul. Later, jade became a favorite material of Chinese scholars, especially for personal

objects, such as holders for calligraphy brushes.

The art of jade processing in Guangzhou is among the best in the country. Hualin Jade market is the largest jade market in Guangzhou. Many traders at the Hualin Street jade market were formerly master craftsmen working at the Guangzhou Jade Factory and Nanfang Jade Carving Factory, who resigned and set up their own businesses.

※ Chaozhou Woodcarving

Chaozhou woodcarving spread over Chaoshan in South China's Guangdong Province and is popular in cities which were in ancient Chaozhou prefecture. Because of this, the style of carving was called Chaozhou woodcarving. Along with Dongyang woodcarving in Zhejiang Province, it is one of the two leading schools of folk woodcarving.

Chaozhou woodcarving was developed from a rugged architecture woodcarving to fine carving for articles of daily use, such as shrine (神龕) tables, tea cabinets. Of all the articles, the woodcarving of the shrine table is the most refined.

In Chaozhou, the ridge (屋脊), brim and the external wall of the houses are always decorated with brick carving or stone carving, but the woodcarvings are installed on the lintels (门楣) and chapters (门柱) of the doors, windows and the front corridors. As for furniture such as folding screens (屏风), tables, beds and cupboards all are decorated with wood carvings. In the past woodcarvings were very commonly found in articles used in sacrificial ceremonies.

Chaozhou woodcarving began as early as the Tang Dynasty, and developed rapidly in the Song and Ming Dynasties. It reached its peak in the Qing Dynasty. At the end of the Qing Dynasty and the beginning of the Republic of China, overseas Chinese came back in floods to build many ancestral temples (宗祠) and magnificent houses. They used a lot of Chaozhou woodcarvings in their splendid buildings. Most of the present woodcarvings are from that period.

Chaozhou woodcarving is closely related to the life of the common people and their feelings and taste. Its themes usually come from mythology (神话), legends, dramas and historical stories popular among the people. At the same time, those things such as flowers, animals and geometry patterns are also themes of Chaozhou woodcarving. It is famous for being engraved in different layers (面板), with golden exaggerated decorations that are brilliant and exquisite.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Liu Hua), a tour guide from China International Travel Service (CITS), have received a tour group from Finland at the airport. The tourists will have a five days' tour to Guangdong province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Guangzhou;

- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Guangdong province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Guangdong specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the patterns (图案), the main uses, the themes of carvings and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Liu Hua), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. The tourists have completed their Guangdong tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Liu Hua) are a tour guide from China International Travel Service (CITS). James Carter, a tourist of your tour group, is allergic to the seafood and there appears rashes (皮疹).

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，	

			语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句， 本题计 0 分。
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢 送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

12. 试题编号：1-1-12 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Shangdong Tour—Jinan, Qufu and Qingdao

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Jinan	Arrive in Jinan, “the City of Springs”; Enjoy a leisure stroll on Qushuiting old street, or explore bustling (繁华的) Quancheng Square. Sofitel Jinan Silver Plaza Hotel (5-star)	No meals
Day 2	Jinan— Tai'an	Visit Black Tiger Spring; Take an interesting boat cruise to Baotu Spring Park; Visit Daming Lake which is dotted with small islands and framed with thick willows; Transfer to Tai'an which is located at the foot of Mount Tai and visit Dai Temple. Ramada Plaza Taian Hotel (5-star)	B, L, D
Day 3	Tai'an— Qufu	Explore Mount Tai, the holiest of all mountains in China; Drive to Qufu. JW Marriott Hotel (4-star)	B, L, D
Day 4	Qufu— Qingdao	Explore Confucius Temple, the largest and most influential temple of Confucius in East Asia; Visit the Confucius Cemetery, the private cemetery of Confucius; Experience enlightenment ceremony, a very important ceremony for every ancient Chinese student before they were admitted to school; Take high speed train to Qingdao. Qingdao Sea View Garden Hotel (5-star)	B, L

Day 5	Qingdao	Visit Tsingtao Brewery Museum; Explore Laoshan Mountain, “the Most Famous Mountain on the Sea”; Visit Eight Great Passes Scenic Resort which is named after 8 important military fortresses (堡垒) in China’s history; Go to Qingdao No.2 Bathing Beach; Take a short visit to Zhanqiao Pier; Fly back home.	B, L

2) 山东简介

Shandong Province is situated along the eastern coastal line and in the lower reaches of Yellow River. The vast land is dotted with rivers, springs, peaks and sea views and Shandong is full of natural and supernatural charm. Shandong’s Daming Lake, Thousand-Buddha Mountain, Baotu Spring are called the three famous places of interests in Jinan, the provincial capital.

Shandong is one of the cradles of China’s civilization. The first World Natural and Cultural Heritage Site and the greatest one of China’s Five Sacred Mountains — Mount Tai, an imperial mountain visited by 72 emperors, stands majestically (雄伟地) in Tai’an, Shandong. The most influential philosopher and social theorist — Confucius was born and developed his thoughts in Qufu, which was later established as the center of Confucianism.

3) 当地特产

※ Donkey-hide Gelatin (Dong’e Ejiao)

Donkey-hide gelatin comes from Dong’e, a county of Liaocheng City in Shangdong province, so it is called Ejiao. Dong’e Ejiao is a kind of nourishing and precious traditional Chinese medicine which has been handed down for more than 3,000 years. It has been a royal tribute since the Han Dynasty.

As one of the three tonic (补药) treasures of traditional Chinese medicine, Dong’e donkey-hide gelatin is made from donkey skin that is soaked and stewed. It is sweet and slightly syrupy (糖浆似的). It also has a pleasant fragrance, especially when mixed with other herbs. It is refined (精炼) through 99 traditional processes and its production technology has been listed in the first batch of National Intangible Cultural Heritage List. Dong’e Ejiao has good effects in nourishing Yin, tonifying (滋补) blood and stopping bleeding. It is known as the blood tonic.

When using donkey-hide gelatin for cooking, it is usually made into ejiao cake before use. The ejiao cake contains donkey-hide gelatin powder, rock sugar, wolfberry (枸杞), walnut (核桃), almonds, black sesame seeds and other assorted (混合的) herbs. It is a very sweet cake, and you can use it in sauces, baked goods and soup. You can also add the ejiao powder into smoothies

（冰沙），drinks and soup. It is most popular among women because of its anti-aging effects on the skin.

Donkey-hide gelatin is a popular traditional remedy that has been in use for centuries by the Chinese. Recently, it has gotten more recognition in the western world because of its numerous health benefits.

※ **Dezhou Braised Chicken**

This dish is named after its place of origin, Dezhou in Shandong province. The ingredients are a hen, dried mushroom, ginger, soy sauce, salt, peanut oil, spices and some malt（麦芽）sugar. The dish is golden in appearance, tender and savory.

According to *Dezhou City Annals and Dezhou History*, the Han family firstly began to braise boneless chicken with several spices in 1616, and the recipe was passed down from one generation to the next. When Qing Emperor Qianlong (1711-1799) traveled to Dezhou, he ordered the Han family to make braised chicken and praised it as “a wonder of all cuisines”. Dezhou braised chicken thereafter became a royal tribute.

In 1911, Han Shigong improved the traditional recipe, modifying the frying and stewing procedures and adding more ingredients. Cooked this way, the chicken was more succulent（多汁的）and savory.

In the early 1950s, over 20 descendants of the Han family established a cooperative to produce the braised chicken. Later they set up a shop at the local railway station to sell the specialty to travelers. The dish was quickly popularized: travelers would spread the word of the tasty chicken and soon it achieved nationwide fame.

In 1956, the descendants joined the state-owned Dezhou branch of the China Food Company. They collaborated to make the dish even more appetizing. In 2006, the skills required to make Dezhou braised chicken were listed as part of the intangible cultural heritage of Shandong province. Citizens from home and visitors from abroad are certain to have a taste of the chicken.

Task 1 致欢迎词 （30%）

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Shen Xi), a tour guide from China International Travel Service (CITS), have received a tour group from Australia at the airport. The tourists will have a five days' tour to Shandong province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Jinan;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;

- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Shandong province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Shandong specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the ingredients, the flavor and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Shen Xi), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. The tourists have completed their Shandong tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Shen Xi) are a tour guide from China International Travel Service (CITS). Jim Carter, a tourist of your tour group, has got a fever and a sharp pain in his belly.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备

	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，	口头表

	送词 16 分		每处扣 0.5 分。	达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

13. 试题编号: 1-1-13 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境,用英语致欢迎词和欢送词,向游客推介当地特产,处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Henan Tour—Zhengzhou, Kaifeng and Luoyang

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Zhengzhou	Arrive in Zhengzhou; Visit Henan Museum and appreciate ancient bronze wares; View how the mighty Yellow River run through the plain of Zhengzhou city in Yellow River Scenic Area; Hunt for local snacks at Erqi Square. JW Marriot Hotel (5-star)	L
Day 2	Zhengzhou— Anyang	Visit Youli Castle in Tangyin County which is believed to be the site where the first person in the world originated; Visit Museum of Chinese Characters; Visit Yinxu, an honorable UNESCO World Heritage Site, the capital of the late Shang Dynasty and the first ancient capital site in Chinese history. Wanda Realm (5-star)	B, L, D
Day 3	Anyang— Kaifeng— Zhengzhou	Drive to Kaifeng and visit Dragon Pavilion; Enjoy a leisure stroll on the Ancient City Wall of Kaifeng; Visit the Millennium City Park, a real reflection of the most famous ancient painting in China titled “Riverside Scene at Qingming Festival”; Visit Kaifeng Iron Pagoda; Drive to Zhengzhou. JW Marriot Hotel (5-star)	B, L, D
Day 4	Zhengzhou—	Visit the Astronomical Observatory near	B, L, D

	Dengfeng— Luoyang	Dengfeng City; Visit Shaolin Temple, the birthplace of Zen Buddhism (禅宗佛教) and the cradle of kung fu; Enjoy a magnificent kung fu Show in Shaolin Wushu Hall. Ramada by Wyndham (4-star)	
Day 5	Luoyang	Visit Longmen Grottoes, which contains the largest and most impressive collection of Chinese art of the late Northern Wei and Tang Dynasties; Visit Luoyang Museum; Take a leisure walk on the ancient streets of Luoyang old city. Ramada by Wyndham (4-star)	B, L
Day 6	Luoyang	Visit the Museum of Emperor's Six Drivers in King Zhou, the burial of the royal horses and chariots (战车) that were sacrificed during Eastern Zhou Dynasty; Fly back home.	B, L

2) 河南简介

Henan, located in the south of the Yellow River, is the cradle of China's 5000-year-long civilization, the birthplace of Chinese martial arts and the site where the Oracle Bone Inscriptions were found. It had long been the political, economic and cultural center of ancient China.

During China's history, more than 200 emperors of more than 20 dynasties ruled China or part of China in Henan. Half of the eight great ancient capitals of China are located in Henan. On the list of China's World Heritage Sites, Henan, with 5 sites listed, ranks only after Beijing, the capital of China. All these facts make Henan province one of the best places to trace back on the Chinese roots and discover the essence of Chinese culture.

3) 当地特产

※ Dukang Liquor

Dukang liquor is a traditional famous liquor in Luoyang, Henan province. It is ranked high in the culture of Chinese liquors, which has been a famous liquor since ancient times. It is characterized by a light yellowish, nearly transparent look, and a hot and smooth taste, as well as its prolonged alcoholic effect.

Dukang liquor has gained the name because it was first made by a man named Du Kang, who

lived in the Eastern Zhou Dynasty that was more than 2700 years ago. He and his uncle opened a workshop to make the liquor by fermenting (发酵) the steamed millet powder with water. The liquor came to be named after its inventor, Du Kang.

Today, people appreciate Dukang liquor for both its historic fame and reasonable price. In many restaurants, you can find a quotation on the wall taken from Cao Cao, a famous Chinese politician, militarist and poet: "What's the remedy for my grief? Of course, it's Dukang!" Drinking Dukang liquor in right amount is good for quickening blood circulation, promoting appetite, increasing energy and keeping fitness. Du Kang is always a welcome addition at private parties, during festivals, and for those who are fond of strong liquor. Dukang is especially popular in northern China, where people enjoy getting additional warmth from the strong liquor.

※ Spicy Soup (Hulatang)

Spicy soup (hulatang in Chinese) is a traditional snack in Luoyang, in Central China's Henan province, and one of the most popular breakfasts in the city. It contains beef, mutton or pork, with gluten, vermicelli, shallots (葱头), ginger and eggs, and adds many other ingredients, such as starch, pepper powder, spicy powder, salt, cooking wine, chicken essence, thick bone soup, vinegar and sesame oil. However, the vegetables in the soup differ from one restaurant to another, including potatoes, carrots, zucchini (西葫芦), cauliflower (花菜), and spinach (菠菜). In winter, a bowl of hot spicy soup will keep you warm.

Hulatang is characterized by its thick, sticky flavor and its spiciness, which is imparted by large amounts of black pepper and chili powder. When served, spicy soup is commonly accompanied by some kind of Chinese steamed flatbread (烤饼) on the side, which can be torn into small pieces and then placed into the bowl to soak up the flavors.

Other accompaniments to the soup include green onion pie (葱油饼) and deep-fried dough sticks (油条) while some people like to sprinkle some coriander (香菜), drizzle sesame or chili oil on top of the soup before enjoying the dish. It is believed that the soup originated during the ancient dynasties of China, when a high-ranking official obtained a secret recipe from a Taoist and made it for Emperor Jiajing of the Ming Dynasty.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Xie Yu), a tour guide from China International Travel Service (CITS), have received a tour group from the UK at the airport. The tourists will have a six days' tour to Henan province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Welcome the group to Zhengzhou;
- 2) Introduce yourself and the driver;

- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Henan province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Henan specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the degree of popularity, the history, the ingredients, the flavor and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Xie Yu), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. The tourists have completed their Henan tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Xie Yu) are a tour guide from China International Travel Service (CITS). John Black, a tourist of your tour group, is drunk because of drinking some Dukang liquor.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate what a tour guide should pay attention to when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语	

			错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	本题计 0 分。
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

14. 试题编号: 1-1-14 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境, 用英语致欢迎词和欢送词, 向游客推介当地特产, 处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Shanxi Tour— Datong, Taiyuan and Pingyao

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Datong	Arrive in Datong; Visit Yungang Grottoes, a World Heritage Site, containing 254 Buddhist caves; Visit Nine Dragon Screen Wall; Lavande Hotel (4-star)	L
Day 2	Datong— Mt. Wutai	Visit Hanging Temple, built during Northern Wei Dynasty; Visit Yingxian Wooden Pagoda, the oldest and tallest wooden multi-storey structure in the world; Drive about 3 hours to Mount Wutai. Wutai Mountain Marriott Hotel (4-star)	B, L, D
Day 3	Mt. Wutai	Have a Mt. Wutai Buddhist tour; Watch a heart-touching Buddhist show--Encore Mt. Wutai which combines grand ceremony with Buddhism philosophy. Wutai Mountain Marriott Hotel (4-star)	B, L, D
Day 4	Mt. Wutai – Taiyuan	Visit Dailuo Ding Temple and Buddha Light Temple; Drive about 3 hours to Taiyuan city. Taiyuan Wanda Vista (5-star)	B, L
Day 5	Taiyuan— Pingyao	Visit Jinci Temple; Explore Pingyao ancient city; Enjoy the excellent drama show of Another Glance at Pingyao. Pingyao Yide Hotel	B, L

Day 6	Pingyao	Visit Zhangbi Ancient Castle; Fly back home.	B, L

2) 山西简介

Shanxi province got its name due to its location to the west of Taihang Mountain. It is located to the east of the Yellow River.

Shanxi boasts a great number of historical relics and beautiful natural landscapes formed by mountains and waterfalls. Shanxi's existing ancient buildings rank first in the country including temples, ancestral halls (宗祠), ancient cities, Taoist temples, and Shanxi traditional residential courtyards. Most of the ancient structures were built before the Liao and Song Dynasties. Therefore, it is always known as "Ancient Architecture Museum of China" for a long time. There are a number of natural magnificent and beautiful places, such as Mt. Wutai, Mt. Hengshan which is one of the five sacred mountains in China, and Hukou Waterfall, Chinese second-largest waterfall.

3) 当地特产

※ Shanxi Mature Vinegar (Shanxi Chencu)

This particular mature vinegar (Chengcu) is North China's best-known vinegar, with a long history of 3,000 years. Shanxi province was not far from the traditional Chinese capitals of Chang'an and Kaifeng, giving it a geographic advantage of a high demand for quality, expensive vinegar.

Like the other three famous vinegars, Shanxi Vinegar is much less well-known outside of China and is typically not as readily available overseas. However, it is famous within China and is an indispensable part of the cuisine and history of Shanxi. Legends state that in Jinzhong city of Shanxi province, besides having financial means, a suitable son-in-law must have a vinegar urn (缸) of Shanxi Vinegar!

It is produced primarily in Qingxu county, near the provincial capital, Taiyuan. Taiyuan has also organized vinegar production for almost 2,500 years. As the technology improved, a mature development process was developed in the Qing Dynasty (1644-1911). Since then, Shanxi's vinegar, especially the Taiyuan brand has been known across China. Shanxi has more than 100 factories involved in the business and has other famous brands.

The ingredients of Shanxi mature vinegar are quite complex and contain sorghum, wheat, barley, bran (麸) and pea (豌豆). Shanxi vinegar does not use rice. The vinegar is brewed at a high temperature and after more than a year of fermentation (发酵), the water is evaporated (蒸发) by the sun in summer and ice in winter to produce its fragrance and density.

※ Steamed Buns (Huamo)

The making, eating, and giving of steamed buns has been a tradition in Shanxi province for thousands of years. "Huamo", the Chinese name for Shanxi steamed buns, is literally translated to mean "flower bun", as these tasty treats are so beautiful that they rival their floral (似花的)

counterparts. Think of them as flowers made of flour! These buns are typically only made for festivals or special occasions, since they require a great degree of care and artistry. Their deep cultural significance means they often play an important role during these festivals, from being given as gifts during Spring Festival to serving as offerings for deceased ancestors.

The dough is made simply from wheat flour, water and leavening agents (发酵剂), but it is moulded by hand into fantastical shapes, including flowers, animals, figures, buildings, items of clothing and auspicious (吉利的) symbols. Dried jujubes (枣子) form eyes or patterns and a rainbow of vegetable juices are used to add a splash of color to these ingenious creations.

Each bun can range in size from 5 cm to over 50 cm and can weigh 10 kg! In some cases, different types of steamed buns are reserved for certain people. For example, tiger-shaped buns are for young boys, while those in the shape of frogs are to be eaten by young girls. Maybe they're hoping that one day their frog bun will turn into a prince!

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Liao Yi), a tour guide from China International Travel Service (CITS), have received a tour group from Canada at the airport. The tourists will have a six days' tour to Shanxi province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Show welcome to the group to Shanxi;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Shanxi province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Shanxi specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the history, the degree of popularity, the ingredients, the production processes and the characteristics.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Liao Yi), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. The tourists have completed their Shanxi tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Liao Yi) are a tour guide from China International Travel Service (CITS). David Miller, a tourist, asks to change a room because he is aware of unpleasant smell in the room.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息	

			点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

15.试题编号：1-1-15 旅游接待

(1) 任务描述

根据所给考题信息以及旅游接待工作情境，用英语致欢迎词和欢送词，向游客推介当地特产，处理旅游接待过程中的突发事件。

Background Information

1) 行程表

Six Days' Hainan Tour— Haikou and Sanya

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Haikou	Arrive in Haikou, China's only tropical island and the youngest capital city with distinctive tropical, coastal and urban resources; Free at leisure for the rest of the day and the relaxing Beach Resort is strongly recommended; Sheraton Haikou Hotel (5-star)	No meals
Day 2	Haikou	Visit Five Officials' Memorial Temple, built in 1889 to honor Li Deyu, Li Gang, Li Guang, Hu Chuan and Zhao Ding who were banished here after criticizing their government; Visit Hai Rui Tomb, the tomb of the virtuous official Hai Rui of Ming Dynasty; Visit the Volcanic Crater Park which is natural volcano geology museum 15 km from Haikou. Sheraton Haikou Hotel (5-star)	B, L
Day 3	Sanya	Visit the culture center of Sanya--Nanshan Culture Tourism Zone which consists of three parks: Nanshan Buddhist Culture Park, Felicity and Longevity Culture Park and Nanshan Folklore Park; Visit Luhuitou Peninsula, which is the only mountain park in Sanya. It's a perfect place to enjoy the sunrise and sunset and overlook the downtown area of Sanya city. It was given the name for the shape of an enthralling deer looking back.	B, L

		Pullman Oceanview Sanya Bay Resort & Spa	
Day 4	Sanya	Have a full day Yalong Bay vacation. Yalong Bay is renowned as “the best bay in China”, including Yalong Bay Love Cube Coastal Paradise, Rose Valley, Underwater World, etc. Pullman Oceanview Sanya Bay Resort & Spa	B, L
Day 5	Sanya	Visit the Ends of the Earth, which is named differently by Tianya Haijiao and Nantian Yizhu. From here, you can also enjoy the stunning beach and sea views. Pay a visit to the Li and Miao Village. Li and Miao are local ethnic habitants with their own cultures and unique life styles. Pullman Oceanview Sanya Bay Resort & Spa	B, L
Day 6	Sanya	Free at leisure and enjoy the sea view. Fly back home.	B

2) 海南简介

Hainan Province, the southernmost province of China, is called “Qiong” for short and known as “Hot Island” and “Coconut Island”. All domestic and foreign tourists are enchanted by the blue sky, white clouds, bright sunshine, long coastline and many bays, white sandy beaches, coconut scenery and charming sea of Hainan Island. A.E.Savignac, the former secretary general of World Tourist Organization, well commended (评论) on Hainan during his visit, “Hainan is a beautiful pearl of China and the whole human beings, possessing the most precious resources of China. The status of Hainan to China is just like the Mediterranean to Europe and the Hawaii or Florida to America.”

3) 当地特产

※ Coconut Products

The coconut palm is the symbol of Hainan. Hainan is a major coconut producer in China with far-stretching coconut forest. There are a lot of foodstuffs made from coconuts such as coconut candy and coconut powder, which are very popular Hainan specialties. There are other varieties including coconut crisp bread, coconut flatbread, coconut balls and coconut cakes all full of rich coconut flavor.

Coconut milk is one of the most well-known coconut products and has a reputation of plant milk. Coconut milk isn't actually dairy “milk” at all in the sense that you normally think of it. It's a liquid naturally found inside of mature coconuts, which belong to the Palm (棕榈树) family. Coconut cream (椰浆), another way to describe full-fat coconut milk, is stored within the white, hard coconut “meat.” Sometimes coconut cream and coconut water are combined to create a

smoother and more uniform coconut milk. Coconut milk nutrition contains beneficial fat called lauric acid (月桂酸). Lauric acid is a medium-chain fatty acid that's easily absorbed and used by the body for energy. It is considered a "miracle liquid" because its nutrition benefits include the ability to build up the body's immune (免疫) defense, prevent disease, help you lower cholesterol (胆固醇) level, improve blood pressure and prevent heart attacks or a stroke.

Coconut powder is selected from Hainan fresh coconut, made by the world's most advanced spray-drying (喷雾干燥) technology and processing, which keeps its nutrition and aroma (香味) of fresh coconut well. It is typically blended with water and used to create instant coconut milk. However, it can also be added directly to different cooked or baked foods for flavoring.

※ Yellow Lantern Pepper Sauce

Yellow lantern pepper sauce is a famous and traditional seasoning (调味品) in Hainan. To many tourists to Hainan, the hot sauce is a must-buy item, savory and spicy, but it won't give you a hard time.

The pepper sauce is made from yellow lantern pepper, a variety cultivated in the south of Hainan. Yellow lantern pepper is mainly planted in the southwest and southeast of Hainan Island off the coast of Southern China. This pepper matures to a bright yellow color and is about 5 cm (2.0 inch) long and 3.12 cm (1.23 inch) wide. It is believed to be a Latin American import arriving in the island 500 years ago due to maritime trade. The pepper was a favorite of the Miao people. Living in highland areas deprived of access to fresh meat and the government-controlled salt trade, the Miao traditionally pickled and preserved their food with spices. Some recipes called specifically for the pepper to be added.

Yellow lantern pepper has won itself the reputation of "Pepper King". Despite its spicy flavor, the yellow pepper is actually abundant in vitamins and other microelements that are beneficial to human body, like calcium and iron. The content is much higher than the average amount found in other peppers.

Most restaurants in Hainan will provide a jar of a lantern pepper sauce on each table, which diners can add to Wenchang chicken, rice noodles and other dishes according to their own taste. Yellow lantern pepper sauce is also a standard offering on flights with the province's flagship Hainan Airlines and a popular souvenir for tourists to take home. Thanks to the favorite local seasoning "yellow lantern pepper", Hainan is one of the Chinese provinces better known for being able to handle spicy food.

Task 1 致欢迎词 (30%)

Directions: You are required to make a welcome speech of 3~5 minutes based on the background information and the following situation.

Situation: You (Wen Jing), a tour guide from China International Travel Service (CITS), have

received a tour group from Finland at the airport. The tourists will have a six days' tour to Hainan province. You are making a welcome speech on the tour bus.

The following aspects should be included in your speech:

- 1) Show welcome to the group to Haikou;
- 2) Introduce yourself and the driver;
- 3) Tell the bus number;
- 4) Introduce the itinerary briefly;
- 5) Remind tourists of resetting the time;
- 6) Give a brief introduction to Hainan province.

Task 2 当地特色推介 (30%)

Directions: You are required to recommend Hainan specialties with reference to the background information. Your recommendation speech should be completed within 3~5 minutes.

The following aspects should be included in your speech:

Indicate the names of the specialties, the degree of popularity, the flavor, the characteristics and the nutrition benefits.

Task 3 致欢送词 (20%)

Directions: You are required to make a farewell speech of 2~3 minutes based on the following situation.

Situation: You (Wen Jing), a tour guide from China International Travel Service (CITS), will see off the tour leader and the tour group at the airport. The tourists have completed their Hainan tour. You are making a farewell speech on the tour bus.

The following aspects should be included in your speech:

- 1) Give a brief summary of the tour;
- 2) Thank the tour members for their support and cooperation;
- 3) Make an apology for any shortcomings;
- 4) Invite feedback for improvement;
- 5) Show good wishes and hope to see the tourists again.

Task 4 应急处理 (20%)

Directions: You are required to make a short talk of 1~2 minutes about how to deal with the following emergency.

Situation: Suppose you (Wen Jing) are a tour guide from China International Travel Service (CITS). The departure flight of your tour group has to be delayed because of sudden typhoon. The tourists feel anxious about it.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourists;
- 3) Indicate the service attitude a tour guide should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中，面试时间15分钟，致欢迎词、推介特产、致欢送词以及应急处理口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照《GB/T 15971—1995 导游服务质量》、《GB/T 15971—2010 导游服务规范》要求，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具有一定的创新意识和创新能力，接待游客热情真诚礼貌，导游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	致欢迎词 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		8	旅游接待词汇和致欢迎词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	0 分。
	当地特产推介 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	当地特产推介词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	致欢送词 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	旅游接待词汇和致欢送词的句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	应急处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理突发事件的常用词汇、句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	按照《GB/T 15971—2010 导游服务规范》要求，处理日程变更、物品丢失、游客伤病等问题，处理措施得当，信息点陈述完整计 5 分，处理措施不得当、信息点缺失每处扣 1 分。	

16. 试题编号：1-2-1 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境，能用英语对参观天子山的整体安排、游览注意事项进行说明，能运用导游讲解的基本方法和技巧用英语讲解天子山概况，语言表达流畅、清晰、准确。

Background Information

1) Tianzi Mountain Facts

Location: in the northern part of Wulingyuan Scenic Area in Hunan Province

Height: the highest peak is about 1,262m (4,140 feet)

Area: 67 square kilometers (16,550 acres)

Tianzi (Son of Heaven) Mountain Nature Reserve is one of the four scenic spots in Wulingyuan (three other spots are Zhangjiajie National Forest Park, Suoxi Valley Nature Reserve and Yangjiajie Scenic Area).

Tianzi Mountain provides stunning views of peaks, which rise one after another. It is known as “the Monarch of the Peak Forest”. At the top of the mountain, visitors can see the full Wulingyuan Scenic Area. Beautiful scenes of the mountain greet visitors in different seasons.

There are four wonders: the Sea of Clouds, the Radiance of the Moonlight, Rays of Sunshine and the Snow in winter. Cloud and fog are the most common astronomical wonders in Tianzi mountain. There are sea of clouds, waves of clouds, waterfalls of clouds. After a long period of rain, or in the drizzle, there is a hazy fog, and then white clouds, floating around. The peaks appear and disappear in the boundless sea of clouds, which makes people feel as if they are in the fairyland of Penglai. Sometimes clouds and fog gush out from the mouth of the cloud stream, climb over the peak, and then fly down, forming a cloud waterfall, which is very spectacular. On a moonlit night, when the stars are rare and everything is quiet, the peak forest here is covered with a layer of “magic veil” by the hazy moonlight, like a group of fairies standing in the valley. The sound of animals makes people feel mysterious. On a sunny morning, a round of red sun rises from the mountains and peaks against the backdrop of red clouds. The stones were covered with a layer of charming red chiffon. In winter, pine and peak was covered by snow. At this time, the icicles of Tianzi mountain stood upside down and the ice flowers scattered. Only some mountain deer and wild boars were not conquered by the silver world.

2) Formation of Tianzi Mountain

Just like Suoxi Valley, Tianzi Mountain was formed by sedimentary rocks 318 million years ago. Those rocks, eroded by the water and wind, slowly turned into quartz stones, which formed those amazing peaks in the scenic area.

3) Legend of Tianzi Mountain

In the scenic spot of Tianzi mountain, there are many places named after "Tianzi": Tianzi peak, Tianzi cave, Tianzi courtyard, Tianzi weir, Tianzi temple, Tianzi Island, etc. In fact, before the Ming Dynasty, it was called Qingyan mountain together with Zhangjiajie, and it got its name because of its numerous bluestones. Tianzi Mountain takes its name from a man, Xiang Dakun. He was the leader of the Tu ethnic group during the last years of the Southern Song Dynasty (1127 -1279). Xiang Dakun led a revolution and avowed himself as Tianzi (Son of Heaven). Visiting this scenic area, visitors can see many sites about his story, the most impressive being: the Yu Bi Peaks, the Xi'an Nü San Hua, and the Shen Bing Ju Hui.

With pine trees on the top, the Yu Bi (imperial brushes) Peaks rise upward into the sky. Legend goes that they are brushes the Tianzi-Xiang Dakun used that became stone peaks after his martyrdom. The Xi'an Nv San Hua (floral tributes by fairies) is slightly opposite the Yu Bi Peaks. A legend goes that Xiang Dakun and his army were defeated to fall back on the Tianzi Mountain. He fought to the finish, but finally jumped off the cliff. A girl in love with him went across the mountain to search for him. She strewed flowers over the cliffs and turned into a stone statue. Shen Bing Ju Hui is a forest of soldier-like peaks arrayed for a review.

4) Main attractions

-Shentang Gulf

Shentang Gulf still remains untouched by human footprints, just like a mythical and green labyrinth. A bottomless gorge with bluffs is bathed in misty all the year around. Legend goes that the King Xiang died there. There is only one way leading to the heart of Shentang Gulf - a threatening 9-step natural ladder, which allows only one foot to stand on. In the heart of the basin is a dark pool. You will be horrified by every single glimpse of the bottom. What's particularly surprising is, sounds of beating drums and gongs, human voice and horses neigh can be heard from the canyon.

-Fields in the Air

Fields in the Air rises 1000 meters above sea level. Beneath it is a chasm with protruding sheer cliffs, above which is a piece of terraced field covering 3 hectares. The field is on three sides surrounded by trees and white clouds, just like a splendid landscape painting.

-Helong Park

The Helong Park sits on the left of a 1200-meter-high rock. Bronze Statue of Helong (the founder of Chinese People's Liberation Army), the largest bronze statue in a century in China, illustrates human harmony with nature and reflects a unique style.

-Bridge of Immortals

The Bridge of Immortals, also called "the first bridge under heaven", rests on the Monkey Slope and faces the Prince Cave. As a masterpiece of Mother Nature, it spans 26 meters, rise 60 or 70 meters across cliffs. It is made up of red sandstones with giant pines and azalea trees on two ends. More surprisingly, there are natural stone steps on it.

-Heavenly Warrior's Gathering

Across the Bridge of Immortals, hundreds of stone peaks are densely packed in a canyon, which just looks like a group of imposing warriors listening to orders of a general. Such a forest of stone peaks is rarely seen in the world.

-Imperial Brush Peak

Imperial Brush Peak has inspired artists and photographers for a long time. It was once shown on over 30 magazines and newspapers. It is located in a valley on the west of Tianzi Pavilion (Heaven's Son Pavilion). Looking from the vantage point on the northeast, ten rolling peaks soar up to the blue sky. The right peak looks like an inverted brush. And the peaks on the left look like a finished picture. Legend has it that the stone brush is left by King Xiang.

-Fairy Offering Flowers

Fairy Offering Flowers faces the King's Brush Peak. Flowing mists weave themselves around the peaks and turn them into isolated islets. Stone buttes hide themselves in clouds and mists. When wind blows away the mists, a beautiful "fairy" was unveiled. She carries a basket of flowers and spread them to the world.

-Training Horses by a Warrior

Tens of peaks rise from valley. Here you will see a horsed-shaped peak, beside which is a stone looking like a soldier with his hand on a bridle. According to a legend, they were horse and

guard of King Xiang.

-Tianzi Peak

At the southwest of Tea-tray Pagoda, stands a 1200-meter-high peak, which is called “Tianzi Peak”. It looks like a great man, who sits there, dressed in armor, holds an arrow in right hand, and scowls ahead, as if he was going to have a war.

5) Cable Car in Tianzi Mountain Scenic Area

Visitors can take a cable car to see these charming peaks. With 692 meters' (about 2,270 feet) difference in elevation, the aerial tramway is 2,084 meters (about 2,279 yards) in length. The minimum running time is six minutes and twenty-two seconds for a single trip during which visitors can keep the wonderful scenery of the Tianzi Mountain in view.

6) Best Time to Visit Tianzi Mountain

Tianzi mountain belongs to Zhangjiajie area, which belongs to the prototype monsoon humid climate of middle subtropical mountain. It has sufficient light and heat. The yearly average temperature is 12 degrees centigrade, and annual average rainfall is 1,800 millimeters. The average frost free period over the years is between 216 days and 269 days. There is no severe cold in winter and no severe heat in summer. It can be said that the four seasons are like spring. All seasons are suitable for sightseeing. The best travel time is from April to October every year.

7) How to get to Tianzi Mountain Nature Reserve

Entrance Fee	March to November: CNY 225 for adults and CNY 160 for children between 1.3 - 1.5 meters (4.3 - 4.9 feet) December to February: CNY 115 for adults and CNY 85 for children between 1.3 - 1.5 meters Free entry for children below 1.3 meters but they need to pay CNY 65 for the battery car. 1. With the validity of three consecutive days from March to November and four consecutive days from December to next February, the admission fee includes Zhangjiajie National Forest Park, Tianzi Mountain Nature Reserve, Suoxi Valley Nature Reserve, Yangjiajie Scenic Area and the battery car. 2. Tourists can pay CNY 3 to buy the insurance.
Cable Car (Single-trip)	CNY 72; CNY 43 for children between 1.3 - 1.5m; Free for children under 1.3m.

Opening Hours	7:00 - 18:00

Zhangjiajie Central Bus Station (to the northwest of Zhangjiajie Railway Station) has regular tourist buses to Tianzi Mountain and the bus journey takes about 80-90 minutes. Then take battery car inside the scenic area.

Task 1 游览天子山景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Tianzi Mountain Nature Reserve. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览天子山的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Tianzi Mountain Nature Reserve. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing comfortable shoes, preparing band aids, anti-inflammatory tablets, carsickness medicine;
- 2) Suggest bringing enough water and some food for energy;
- 3) Remind tourists of sun protection, especially in summer; pay attention to antiskid when visiting in foggy and rainy weather.
- 4) Ask tourists to pay attention to property security and follow the signs of the tour line.

Task 3 天子山概况讲解 (50%)

Directions: You are required to give your tourists a survey of Tianzi Mountain Nature Reserve. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	

设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	0 分。

17. 试题编号：1-2-2 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境，能用英语对参观天门山的整体安排、游览注意事项进行说明，能运用导游讲解的基本方法和技巧用英语讲解天门山概况，语言表达流畅、清晰、准确。

Background Information

1) Location: Tianmen Mountains is located 10 kilometers south to Zhangjiajie City in Hunan Province of China.

2) Introduction of Tianmen Mountains (Heaven Gate Mountain)

The elevation of Tianmen Mountains is 1518.6 meters (the highest one in Zhangjiajie); It's really amazing to see about 40 peaks inside the mountain area are over 1000 meters. Due to the high elevation of the mountain, the day time is longer than the night hours and the temperature on the mountains is about 10 degree centigrade lower than the Zhangjiajie city, the sunrise on the mountain is 30 minutes earlier and the sunset is 45 minutes later than it is in the city areas. Thus it is known as an endless sky without darkness.

The mountain is famous for its unique natural miracle - the Tianmen Cave; it was authorized as a national forest park in July, 1992. The door-alike cave was created after the cliff collapsing in ancient time. Tianmen Mountains is rich in Chinese culture; it is regarded as the Top 1 Heaven Mountain in the west part of Hunan province and the spirit of Wuling (an old name of the county here). This place has absorbed the essence from the nature for thousands years, therefore visiting the holy temple on the mountain – Tianmenshan Temple has become a popular way to pray for a safe and healthy life.

3) Four wonders at Tianmen Mountains (Heaven Gate Mountain)

- **The Tianmenshan Mountain Cableway:** It is the longest mountain cableway in the world, the hypotenuse length of the cableway is 7455 meters, starting from the city center of Zhangjiajie to the 'Hanging Garden' on the peak. Guests may feel how hard when it was built once sitting in the cable car. The amazing man-made project will bring you a memorable experience seeing the changing of mountain views and landscapes.

- **Tianmen Cave (means the Heaven's Gate in Chinese):** The cave is on the precipices and is over 1260 meters elevation, the height of the cave is 131.5 meters and the width is about 50 meters,

the unusual grotto is grand and magnificent. The cave is like the door to heaven; it looks like the junction of common world and the place where god lives. Guest may need to walk up 999 steps to reach the cave, it will be tried but lucky, because '9' is the biggest number in Chinese culture and 999 means an eternal/forever life. The highlight of Tianmen Cave is the mystic views of fog and cloud. Watching the changing of clouds and fogs, the feeling is like traveling in a place with profound questions asked by the god.

- **Heaven-linking Avenue:** Actually it is the twisting mountain road from the foot of the mountains to the 'Heaven Ladders' of Tianmen Cave. The mountain road is only less than 11 kilometers but the elevation rises rapidly from 200 meters to 1300 meters. Ninety nine turnings decorate the holy road and it was built with over a hundred million of Chinese Yuan investment together with a 5 years hard working. The twisting road is like a white dragon lying on the mountains, this road is regarded as the most amazing mountain road in the world. This road is used for mountain bike cycle races, definitely it is interesting and exiting to ride bicycle at Tianmenshan, and bicycle lovers focus more on the beautiful scenery along the road and the challenge to conquer such a mountain distance.

- **Bonsai Garden (Hanging Garden):** As an national forest park, on the peak of Tianmen Mountains locate big primeval forests, the main area being protected is named Bi ye yao tai scenic areas (in the east of the peak areas). The whole area looks like a natural bonsai and over 20 attractions can be seen there, it is the biggest one of the four scenic areas of Tianmen Mountains.

4) Two fantastic scenes of the Tianmen Cave

The most famous two wonders of Tianmen Cave are the turning water and the moving of Heaven's Gate. The turning water actually means the spraying of waters in sunny day of summer, the water comes from the right side of the cliff but no water resources can be found on the cliff. People said that the spraying water shows has something related to historical events or natural disasters. Every local people believe that the Tianmen Cave is moving from the north to the north-west because they couldn't see the gate of the mountain in the city anymore but it can be seen before.

5) Attractions and highlight events on Tianmen Mountains (Heaven Gate Mountain)

Except the mountain road and Tianmen Cave (located at the Opening Heaven's Gate Scenic Area), the whole area of Tianmenshan National Forest Park covers a large area, other main attractions include the Tianmenshan Temple, the Tianmen Academy, The glass skywalk, The Ghost Valley Plank Road, Yuhu Peak (means Jade Pot Peak in Chinese), etc.

Tianmen Mountain Temple, on 5 acres of land, and featured by the overhanging eaves, is the western Hunan regional Buddhism centre. It started building in the Ming Dynasty (1368-1644) and rebuilt in 2002. The temple enshrines one of the five relics of Sakyamuni Buddha in China. From the square in front of the temple, you get a panoramic view of the mountain.

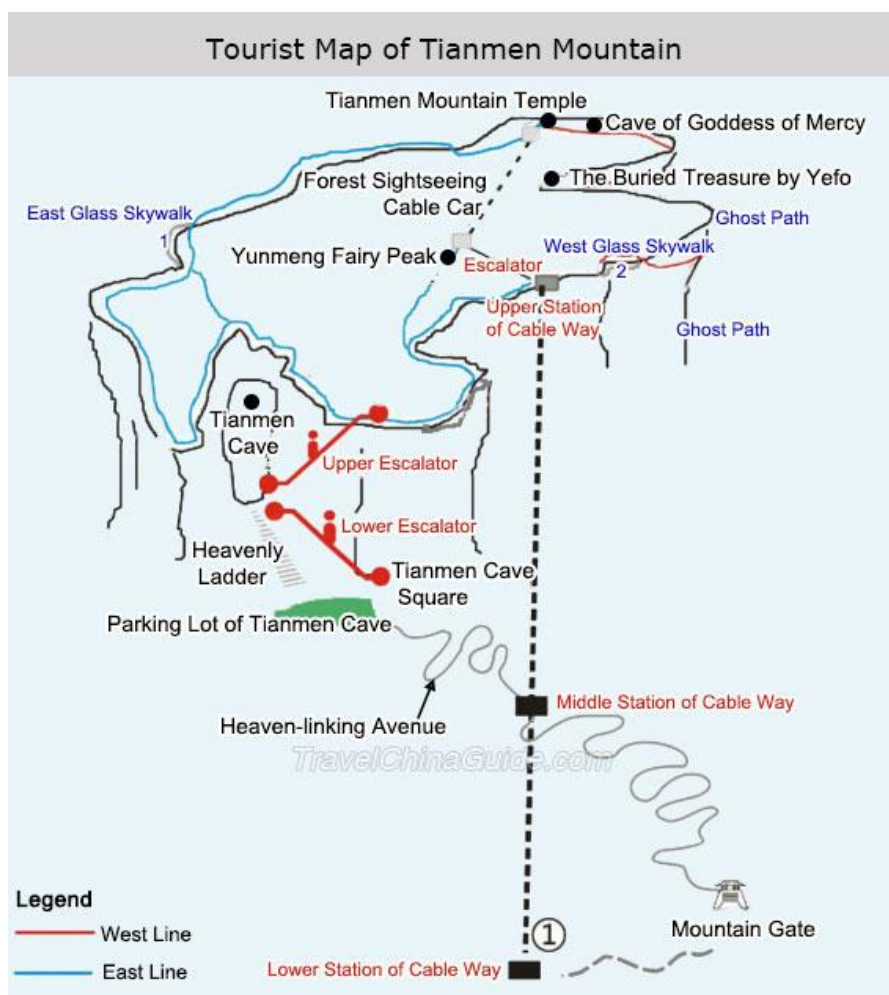
The glass skywalk marks the Tianmen Mountain tour climax. It is most fitting for the adventurous. On sunny days, the blue sky and white clouds accompany your walk. You will be both pleased and shocked by the sensation of walking on the clouds and the drop into the void below your feet. On cloudy days, the view of the glass corridor itself is a sensation. Now there are three glass skywalks in the east, west and Panlong Cliff respectively.

Tianmen Mountain is not only a common attraction in Zhangjiajie but also a place attracts special people, the "Dawazi" challenge (means walking on the high performance rope set between mountains, the name of Dawazi comes from Xinjiang province), the pilots have flown through the Tianmen Cave for many times, the Tianmen Cave Rock Climbing (a French man Alan Robert has successfully climbed up to the Tianmen Cave so he was called "the French Spider Man" and from that many rock climbing competitions were hold at Tianmenshan mountain), the professional cyclists think the twisting mountain road a perfect place to have fun. Everything here makes Tianmenshan a must-see attraction in Zhangjiajie.

6) Recommended Touring Routes

► Take the cable car from the downtown City Garden to the summit → enjoy the sky garden on the peak → take the escalator down to the Tianmen Cave → after exploring Tianmen Cave, get down to the entrance gate by sightseeing bus → change to a shuttle bus for downtown

► Take the shuttle bus from City Garden to the entrance gate → reach the Tianmen Cave by sightseeing bus → after sightseeing, take the escalator up to the summit → tour the sky garden on the peak → take the cable car back to the City Garden



7) How to Get to Tianmen Mountain



By Bus

- Take bus 1A, 1B, 10A, or 13 and get off at Tianmen Mountain Cable Car Company Station. Then walk 240 yards (220 meters) to take the cable car or shuttle bus to the scenic area.
- Take bus 4 and get off at Tianmen Mountain Cable Car Station. Then take the cable car or shuttle bus to the scenic area.
- Take bus 5, 6, 8 and get off at Gezihua International Hotel Station. Then walk 400 yards (360 meters) to the downward cableway station.



By Taxi

Taxi costs you CNY 10 from downtown area to the City Garden cableway station, and CNY 30 when coming from the airport.

Admission Ticket	CNY 232, including scenic spot ticket CNY 75 + traffic fare within scenic area CNY 183 The transport includes single-way cableway, shuttle bus, and the upper escalator between Tiammen Cave and the mountaintop. Note: Free for children measuring below 4.2 feet (1.3 meters) and under 6 years old. CNY 148 for tourists between 6 and 18 years old.
Surcharge inside the Scenic Spot	Peak forest cableway on the mountaintop: CNY 25 for single-way; the concessionary fare (see * below) is CNY 15. The lower escalator to Tianmen cave: CNY 32 for single-way; the concessionary fare is CNY 20. Note: Free for children below 4.2 feet (1.3 meters). * Concessionary fare is applied to tourists taller than 4.2 feet (1.3 meters) and under 18 years old. A pair of shoes covers for glass skywalk is CNY 5.
Opening Hours	Mar. to Nov.: 06:30-18:00 Dec. to Feb.: 08:00-17:30

Task 1 游览天门山景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Tianmen Mountain. Your presentation should be completed within 3~5 minutes based on the background information and the following map.

The following aspects should be included in your speech:

Indicate the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览天门山的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Tianmen Mountain. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing comfortable shoes, preparing band aids, anti-inflammatory tablets, carsickness medicine;
- 2) Suggest bringing enough water and some food for energy;
- 3) Remind tourists of sun protection, especially in summer; pay attention to antiskid when visiting in foggy and rainy weather.

4) Ask tourists to pay attention to property security and follow the signs of the tour line.

Task 3 天门山概况讲解 (50%)

Directions: You are required to give your tourists a survey of Tianmen Mountain. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每	口头表

	意 事 项 说明 16 分		处扣 0.5 分。	达少于 2 句， 本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点 讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句， 本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

18. 试题编号: 1-2-3 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境, 能用英语对参观毛泽东故居的整体安排、游览注意事项进行说明, 能运用导游讲解的基本方法和技巧用英语讲解毛泽东故居概况, 语言表达流畅、清晰、准确。

Background Information

1) The Village and the Residence

Having given birth to Mao the Giant, the Shaoshan Village is listed as one of the 4 sacred cradles of the Chinese revolution. Since the founding of New China in 1949, it has received 26 million visitors from the mainland of China, 0.2 million tourist from Hongkong, Macao and Taiwan and leaders of dozens of countries. People come all the way from every corner of the world not only to recall the eventful life of Mao as a country boy, but also to enjoy the beautiful landscape of the Mountain as a holy place.

40 km west of Xiangtan City, the Village lies in a 10-mile-long valley in the Shao Mountain, which, blanketed with dense forests, bestows upon the Village charming scenery. All the year round, it is permeated with festive melodies of unknown birds, lasting fragrance of wild flowers and fresh air from pine trees and bamboo woods.

When the spring breeze strokes the mountain, azaleas come into full bloom so that the peaks are dyed in a blaze of brilliant red and the villagers blush with warmth and enthusiasm. Early in the morning or just after a shower, the fields are veiled in mist, and the peaks peep out from time to time in the distance. Then, immersed in refreshing and intoxicating scenery, the valley turns into an ink painting. And when the sun rises, the lingering mist gives way to overhanging haze, and simple cottages emerge in the serene valley.

At the foot of a virid hill stands the former residence of our leader Mao Zedong. Formerly known as Shangwuchang, it is located in Shaoshan village, Shaoshan Township, Shaoshan City, Xiangtan City, Hunan Province; It is a typical “concave” shaped building with a total floor area of 566.39 square meters and a total building area of 472.92 square meters. A common cottage typical of South China, it is a simple structure with a single-eaved roof that is covered with small black tiles. Against the verdant woods, the naked walls built of yellow earthen bricks are rather eye-catching, a sure sign of Mao's humble birth.

The former residence of Chairman Mao has 20 large and small houses, 14 of which are

Mao's houses in the East; On the west side, there are five neighboring houses; The hall and room are shared by two families, and the handwriting of Comrade Deng Xiaoping is hanging on the front door. Through the front door we enter the sitting room, where the family entertained guests. The table and the benches, all in the old style, are set as they were. To its right are 3 rooms for farmhands and behind it is the kitchen, where the cooking utensils are well-preserved. To its left are the former bedrooms of Mao, his parents and his brothers respectively, in which are photos and paintings portraying the family or Mao as a youth trying to persuade suffering villagers to participate in the revolution. Mao Zedong was born here and lived through his childhood and adolescence, which is a valuable resource for patriotic education.

Gaze at these pictures or the simple furniture, and we will be taken almost a century back and wonder how a common country boy was brought up to exert his great influence on the country and even the world. When we thoughtfully walk out and have a stroll by the pond in front of the house, we feel as if we saw the would-be great man swimming under the canopy-like lotus leaves.

It is in this cottage that Mao was born on Dec.26, 1893. He went to school at a private school in the village. In the light of an oil lamp the diligent pupil used to study late into the night and, within 6 years, had read almost all the books available there. In 1910, he left the village for Xiangxiang to continue his education in a high school, and then for Changsha to study in No.1 Teachers' School of Hunan.

In the social turmoil, Mao got acquainted with many revolutionary pioneers in Changsha, who were to be his capable assistants. After the death of his parents in 1920, Mao persuaded his brothers to play an active role in the coming revolution. Between February and August 1925, Mao, with the help of his wife Yang Kaihui (1901-1930), set up over 20 night schools at his hometown to eliminate illiteracy and spread revolutionary ideas among the local peasants. In January 1927, he returned to his hometown again to look into the peasants' movement, which laid a firm basis for his well-known political treatise "An Investigation of the Peasants' Movement in Hunan". Then he left his hometown only to return 32 years later.

On March 4, 1961, the former residence of Chairman Mao was announced by the State Council of the people's Republic of China as the first batch of national key cultural relics protection units. In July 1997, Comrade Mao Zedong's former residence was approved by the Propaganda Department of the CPC Central Committee as the first batch of national patriotic

education bases.

2) Mao Zedong Square and the Dripping Cave

Half a kilometer from the cottage is the central square of the whole tourist destination. In its south-west towers the copper statue of Mao in his fifties, which was erected on Dec. 26, 1993 to commemorate the 100th anniversary of Mao's birth. To the east of the statue stands the Ancestral Hall of the Mao Family, which Mao and his first wife drew on as the site of one of their night schools.

Beside the hall is Mao Zedong Museum, a large construction in the garden style. It houses eight exhibition halls connected by pavilions, bridges or verandas. They present a rather systematic introduction to Mao's eventful life by thousands of pictures and relics, some of which were donated by the central government before Mao's 100th birthday. Museum of Mao's Belongings, which has been built recently, presents an exhibition of thousands of Mao's personal objects for daily use, many of which are significant relics of the Chinese revolution.

About 3.5 km west of the square is the so-called "mystic western cave" - the Dripping Cave. It is actually a long cavernous valley sharply narrowed by green hills and leisurely drained by a babbling stream. It lies in seclusion, with the Dragon Head Hill in the south, the Ox-like Hill in the west and the Tiger-Resting Ground in the north. It is a tranquil summer resort. The road winds on the right between the long reservoir and the southern slope of the Tiger Resting Ground and finally leads to the common-cooking office buildings at the end of the valley.

Mao returned home for the last time on June 18, 1966 and stayed in Building No.1 for 10 days. Here everything is kept as they were. Its annexes serve as shops selling souvenirs or exhibition rooms of all kinds of Mao's images. Behind this building is an air-raid cave, which is well guarded by 4 gates. In its neighborhood are such scenic spots as the Eight Scenes Pavilion, Eight Scenes Steles and the Monkey's Pavilion. A 20-minute climb to the top of the Tiger-Resting Ground is rewarded by a view of the tomb of Mao's grandpa, the Eight Immortals Playing Vertical Flutes, Goddess of Mercy Holding a Baby as well as a panorama of the valley and the hills around.

3) The Tablets Inscribed with Poems

Another well-known tourist attraction there is the Forest of Stone Table, a memorial park lying halfway up to the summit of the Shao Mountain. Built in the landscape garden style in

memory of Mao's 100th birthday, it covers an area of 20,000 m² and consists of 4 sections arranged chronologically: the First Civil Revolutionary War, the War of Resistance Against Japanese Invasion, the Liberation War and the New Era.

On the tablets of grey marble, white marble and granite are inscribed 50 poems of Mao's, 28 of which are in the cursive hand of Mao and 22 in the handwriting of renowned calligraphers. These poems truthfully record the emotion and thoughts of Mao as a statesman and poet.

For example, the poem "Bidding Farewell, I Wave My Hand To You" (1923) shows Mao's reluctance to depart from his dear wife; while the poem "Changsha" (1923) reads, "I ask, who, on so vast a ball, /Is to decide the rise and fall? /... Can you, old boys, recall today/How we struck out midstream with waves/Staying the boats that sped their way?" It reveals Mao's firm determination to struggle in the troubled age for the emancipation of the nation.

Mao grew up in this mountain village and cherished all his life a deep love for his birthplace. On June 25, 1959, he came back after an absence of 32 years, and wrote the poem entitled "Mt Shao Revisited", which reads,

The past as dim as dreams, I curse the fleeting time.
Thirty-two years ago I left my cradle land.
The Red Banner aroused the peasants with their spears;
The tyrant's scourge was held high in his bloody hand.
But bitter sacrifice has strengthened bold resolve,
Which dares to make the sun and the moon shine in new skies.
Rejoiced, I see wave upon wave of rice and beans,
And heroes homebound at dusk when smoke columns rise.

With the end of "No.1 Project" in late 2008, Mao's birthplace has been a model of the cradles of the Chinese communist revolution.

Task 1 游览毛泽东故居景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring the former residence of Chairman Mao. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览毛泽东故居的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting the former residence of Chairman Mao. Your presentation should be 2~3 minutes completed within minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing masks and providing Green Health Codes and 14-Day Dynamic Trip Record;
- 2) Prevent tourists bringing inflammable goods into the site or climbing over the railings;
- 3) Suggest keeping the environment clean;
- 4) Ask tourists to pay attention to property security and follow the signs of the tour line.

Task 3 毛泽东故居概况讲解 (50%)

Directions: You are required to give your tourists a survey of the former residence of Chairman Mao. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素质	职业	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语	

养 要 求 20%	素养		导游基本素质, 具有良好的人际沟通能力、灵活应变和独立工作能力, 具有洞察和判断游客心理的能力, 妆容得体大方, 热情真诚礼貌, 耐心细致周到, 举止文明大方, 讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件, 具备使用办公设备的能力, 操作规范。工作场地脏乱差、严重违反考场纪律, 造成恶劣影响的, 本项计 0 分。	
技 能 要 求 80%	景 点 游 览 整 体 安 排 说 明 24 分	8	语音语调基本正确, 声音洪亮计 8 分; 语音语调不准确, 每处扣 0.5 分。	口 头 表 达 少 于 2 句, 本 题 计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当, 句子完整通顺, 语法使用正确, 条理清晰计 8 分; 单词、句型和专业术语错误每处扣 0.5 分, 逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求, 信息点完整计 8 分, 信息点每缺失一处扣 1 分。	
	游 览 注 意 事 项 说 明 16 分	5	语音语调基本正确, 声音洪亮计 5 分; 语音语调不准确, 每处扣 0.5 分。	口 头 表 达 少 于 2 句, 本 题 计 0 分。
		6	根据题目注意事项提示组织完整通顺句子, 语法使用正确, 条理清晰计 6 分; 单词、句型和专业术语错误每处扣 0.5 分, 逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求, 信息点完整计 5 分, 信息点每缺失一处扣 1 分。	
	景 点 讲 解 40 分	10	语音语调基本正确, 声音洪亮计 10 分; 语音语调不准确, 每处扣 0.5 分。	口 头 表 达 少 于 2 句, 本 题 计 0 分。
		20	导游讲解方法和技巧运用恰当, 景点概况词汇、句型运用熟练、恰当, 句子完整通顺, 语法使用正确, 条理清晰计 20 分; 单词、句型和专业术语错误每处扣 0.5 分, 逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求, 信息点完整计 10 分, 信息点每缺失一处扣 1 分。	

19.试题编号：1-2-4 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境，能用英语对参观马王堆汉墓的整体安排、游览注意事项进行说明，能运用导游讲解的基本方法和技巧用英语讲解马王堆汉墓概况，语言表达流畅、清晰、准确。

Background Information

1) The Three Tombs

Mawangdui is the name of an early Western Han dynasty site (202 B.C.-9 A.D.) situated in a suburb of the modern town of Changsha, Hunan Province, China. The tombs of three members of an elite ruling family were found and excavated during the 1970s. These tombs belonged to the Marquis of Dai and Chancellor of the Kingdom of Changsha, Li Cang (died 186 B.C., Tomb 1); Dai Hou Fu-Ren (Lady Dai) (d. after 168 B.C., Tomb 2); and their unnamed son (d. 168 B.C., Tomb 3). The tomb pits were excavated between 15-18 meters (50-60 feet) below the ground surface and a huge earthen mound was piled on top.

The eastern tomb, Tomb 1, contained the remains of a woman in her fifties (Lady Dai). Her mummified body was so well-preserved that researchers were able to perform an autopsy on her body, which showed that she probably died of a heart attack. Western Han (202 BC - 9 AD) era lacquerwares and lacquer tray unearthed from the 2nd-century-BC Han Tomb No.1 at Mawangdui.

The western tomb, Tomb 2, was the burial site of the first Marquis of Dai, Li Cang. He died in 186 BC. The Han Dynasty had appointed Li Cang as the chancellor of the Kingdom of Changsha. This tomb had been plundered several times by grave robbers.

Tomb 3 was directly south of Tomb 1, and contained the tomb of a man in his thirties who died in 168 BC. The occupant is believed to be a relative of Li Cang and his wife. This tomb contained a rich trove of military, medical, and astronomical manuscripts written on silk.

It is no exaggeration to say that the Mawangdui Han Tombs is an open book to the glorious West Han Dynasty (206 BC-24). According to the research this place was a family graveyard from at least two thousand years ago. The Mawangdui Han Tombs are very grand and complicated as well. Number 1 and Number 3 tombs were in excellent condition when excavated and Number 1 is the largest among the three. Number 1 and Number 2 tombs have been in filled. Number 3 has been preserved and covered by a ceiling for the benefit of the visitors.

2) The Funeral Objects

3) More than 3,000 relics have been unearthed from the three tombs, such as silk products, silk books, silk paintings, lacquer works, potteries, bamboo slips used for writing, weapons, herbs, and so on. The number of the lacquer works is the largest, including ancient cooking vessels, boxes, kettles, plates and folding screens, and the like. Red or black colors were painted on them. Most of the potteries contain food. The mouths of the containers were tightly stuffed by grass and mud. Bamboo brands with the name of the food tied on the outside of the containers' necks. There are wooden tomb figurines both clothed and unclothed. The reason is that they had different social status according the strict ranking system during the West Han Dynasty.

The silk clothes from Number 1 tomb are in a variety of styles and of fine workmanship. One of the most outstanding representatives is a silk coat which is as light as the mist and as fine as gossamer. It is 1.28 meters (about 1.40 yards) in length with a pair of long sleeves, but weighs only 49 grams. Amazing! The coffin excavated from Number 1 tomb is decorated with the odd images of animals and gods on its lacquered surface and has a relatively high artistic value.

The sarcophagus of Number 1 tomb was covered by a colorful silk painting. It is the best preserved painting of its kind of Han Dynasty (206 BC-220) with the highest artistic value in China. It is in the shape of the English letter "T", so people also call it "T" silk painting. In fact, this kind of silk painting was called "long narrow flag" in ancient time and used for funerals. It was held by the person who headed the funeral procession and then draped over the coffin when burying the dead. This particular silk painting from Number 1 tomb can be divided into three parts. The upper part is about the heaven, the middle part is about the earth and the lower part is about the afterlife. Heaven means the end-result for life of the dead. Earth shows the wealth and nobility of the dead when alive. World after death displays the happiness of the dead in the afterworld. The whole painting is symmetrical and colorful with fine depiction, reflecting the lofty painting skill in the Western Han Dynasty. All the mysteries, strange animals and mysterious signs in the painting present us with a romantic world with its own sense of symbolism. As yet no one has been able to interpret its real meaning.

A map excavated from Number 2 tomb of Mawangdui Han Tombs will provide another surprise. Its drawing technique is very advanced, place marks being very similar to a modern map. It was praised as "a striking discovery" by foreigners when exhibited in America, Japan, Poland

and many other countries.

Silk books, with more than one hundred thousand Chinese characters are rare historical artifacts. The content deals with ancient philosophy, history, science, technology, medicine and many other aspects.

The excavation of Number 1 tomb at Mawangdui Han Tombs can not only be considered a wonder in Chinese archeology, but also leave a profound effect world archeological history. The reason is that the corpse of this tomb's owner---a noble lady and other articles buried with the dead were extremely well-preserved for more than 2,000 years, especially the corpse. When disinterred from the tomb, her corpse was complete and the whole body was still moist and supple. Some of her joints could move; her organs and surrounding tissues were still intact, and the skin still flexible; she was as if she had been buried yesterday. This is hard to believe and extraordinarily rare to see both at home and abroad, but definitely true. This female corpse is a special body different from mummies and adipocere. Meanwhile it is also a scientific miracle in the study of antiseptis, shocking the whole world and attracting the attention of both scholars and visitors.

4) Manuscripts From Mawangdui

Lady Dai's unnamed son's tomb contained more than 20 silk manuscripts preserved in a lacquer hamper, along with silk paintings and other grave goods. The son was about 30 years old when he died. He was one of several sons of Li Cang. Among the scrolls were seven medical manuscripts, which together comprise the most ancient manuscripts on medicine found in China to date. While these medical texts were mentioned in more recent manuscripts, none of them had survived, so the discovery at Mawangdui was just stunning. Some of the medical treatises have been published in Chinese but are not as yet available in English. Bamboo slips found in the son's tomb were brief, unsigned prescription documents covering acupuncture, various drugs and their benefits, health preservation, and fertility studies.

The manuscripts also include the earliest version yet discovered of the Yijing (commonly spelled I Ching) or "Classic of Changes," and two copies of the "Classic of the Way and Its Virtue" by the Taoist philosopher Laozi (or Lao Tzu). The copy of the Yijing probably dates about 190 B.C. It includes both the text of the classic book and four or five discrete commentaries, only one of which was known before the excavation (the Xici, or "Appended Statements"). Scholars call the longest one after the first line: Ersanzi wen, "The Two or Three Disciples Ask."

Also included were some of the world's earliest maps, including a topographical map of the southern part of the Kingdom of Changsha in early Han, the "Map of Military Dispositions," and the "Map of City Streets." Medical manuscripts include "Chart of the Burial of the Afterbirth according to Yu," "Diagram of Birth of a Person," and "Diagram of the Female Genitals." The "Diagrams of Guiding and Pulling" has 44 human figures performing different physical exercises. Some of these manuscripts contain images of celestial deities, astrological and meteorological elements, and/or cosmological schemes that were used as instruments of divination and magic.

5) The Female Corpse

What has attracted the greatest attention is the corpse of Xin Zhui, Li Cang's wife, which was well preserved in Tomb No. 1 for over 2,100 years. The body was 154 cm tall and weighed 34.3 kg. The external appearance was intact, the whole body was moist, the skin covering was complete and most of the hair remained at its original follicles. Some of the joints were movable to a certain extent and the tissue still maintained certain elasticity, and it swelled and subsided gradually when injected with a preservative fluid. The blood-grouping made with venous clots and hair shows that

the female corpse possessed type A blood and the false hair piece on the head, type B blood. From extensive studies, the woman had suffered from many diseases.

In her esophagus, stomach and intestines, 138.5 musk melon seeds were discovered, revealing that the woman died shortly after eating the melon. According to the pathological findings of the cadaver, her sudden death was most probably caused by an acute episode of cholelithiasis which reflectively induced a coronary spasm and led, as a result, to an acute myocardial ischemia.

A comprehensive research was made into the reasons for the preservation of the ancient corpse. Immediately after her death, the body was bathed, wrapped tightly with about 20 layers of shrouds and cloth, and sealed in air-tight coffins. The anoxic environment within the innermost coffin was gradually created, which helped retard the decay of the corpse.

The studies of the pathological changes of the ancient corpse, the cause of death and the unearthed Chinese herbal medicine bring to light the situation of the diseases and the applied prescriptions and drugs of traditional Chinese medicine in the feudal society 2,100 years ago, and provide valuable data for the further exploration and systematization of the medical heritage of

China.

6) How to get to Mawangdui Han Tombs

1. Take bus 112, 204, 501 or W108 to Mawangdui Yiyuan and you will see it.
2. Take bus 19, 142, or 147 to Mawangdui Lu Lingxiao Lukou, and then walk north for 3 minutes to get there.

Entrance Fee	free
Opening Hours	9:00 - 17:00
Recommended Visiting Time	Half a day

Task 1 游览马王堆汉墓景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring The Han Tombs of Mawangdui. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览马王堆汉墓的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting The Han Tombs of Mawangdui. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing masks and providing Green Health Codes and 14-Day Dynamic Trip Record;
- 2) Prevent tourists bringing inflammable goods into the site or touching exhibits carelessly;
- 3) Suggest keeping the environment clean;
- 4) Ask tourists to speak quietly and walk slowly.

Task 3 马王堆汉墓概况讲解 (50%)

Directions: You are required to give your tourists a survey of The Han Tombs of Mawangdui. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	

	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

20.试题编号：1-2-5 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境，能用英语对参观凤凰古城的整体安排、游览注意事项进行说明，能运用导游讲解的基本方法和技巧用英语讲解凤凰古城概况，语言表达流畅、清晰、准确。

Background Information

1) Brief Introduction of Fenghuang Ancient Town

Located in Xiangxi Tujia and Miao Minorities Autonomous Region (western part of Hunan province), Fenghuang Ancient Town, aka Phoenix Ancient Town and Feng Huang Gu Cheng in Chinese, is an area of outstanding natural beauty where mountains, water and blue skies prevail.

“Fenghuang” is Chinese for “Phoenix”, the mythical bird of good omen and longevity that is consumed by fire to be re-born again from the flames. There is also a beautiful legend about the origin of the name of Phoenix ancient town. It is said that two magical birds flew here and found that Fenghuang ancient town was so beautiful that they lingered there and didn’t want to leave. It boasts a history of 1,300 years and features beautiful riverside scenery, distinct residential stilt-houses, elegant bridges, mysterious towers and pagodas. Built in 1704 under Emperor Kangxi of the Qing Dynasty, the town maintains its layout and initial appearance after hundreds of years.

Upon arrival visitor will be impressed by its air of mystery, elegance and primitive simplicity. The scenic spots inside the Fenghuang Old Town remain attracting the whole year, but the best time to visit is July to September, when the weather is rather pleasant. This is a world that is dominated by the colour green. The mountain slopes are covered with green foliage, the fields are green and even the Tuo Jiang River reflects the greenery. The bridges over the water and unique houses built on stilts display a harmony that is so often portrayed in traditional Chinese paintings. This is particularly true when mist pervades the scene in the early morning or after rain. It soon becomes apparent that the claim to being one of the two most beautiful towns in the whole of China is more than justified; the other town is Chang Ting in Fujian Province.

Fenghuang Ancient Town is a wonderful example of what villages were like prior to the onset of modernization. Here dozens of alleys paved with flagstones run between the houses, each showing wear caused by the feet of generations of local people who have used them when going about their daily business. For the visitor, these alleys are the way to see the typical high gabled wooden houses built on stilts along the banks of the Tuo Jiang River at close quarters.

2) Tuo Jiang River

Tuojiang River is the mother river of the ancient town of Fenghuang. Stretching diagonally from the northwest to southeast of the Fenghuang Ancient Town, Tuo Jiang River is a life force of the local people. Here in its waters women wash their clothes and the men fish with their nets,

while on the bank food is prepared in much the same way as it has for centuries. The river also provides a means for boatmen to support their families by ferrying visitors up and down stream for sightseeing. Getting on the local black-awning boat (pronounced Wupeng Boat in Chinese), enjoying the folk songs sung by the helmsman, watching the featured Diaojiao buildings all along the river bank, boating downstream and crossing the Rainbow bridge, all make guest feel like touring in a scroll painting.

3) Miao Village

The Miao ethnic minority is predominantly settled here and a visit to a Miao village is a must when going to Fenghuang. The Miao women have a natural beauty that renders the use of cosmetics quite unnecessary. They love to dress in traditional blue garments set off with a white scarf. They love also their silver jewellery especially during festivals. Visitors will find a large array of hand made items of silver ornaments for sale in the local shops. Home made tie-dyes, printed and batik cloths are other local specialities that make wonderful souvenirs. The Miao are friendly and hospitable and like nothing more than to interact with visitors with a variety of traditional entertainments and activities. Food here also is different from that found elsewhere in China. Pickled red peppers are a particular local delicacy and their appetizing smell wafts from the many small family run restaurants.

4) Gate Towers

Four ancient city gates exist in the town, the East Gate Tower was built by red sand rocks and it is of the same importance as the North Gate Tower, the gates protected the town a lot in ancient time.

5) Ancestral hall

The Ancestral Hall of Yang Family was built in 1836 and located in the northeast of the ancient city wall of Fenghuang, people may marvel at the fantastic designing and work of the hall.

6) Hongqiao Wind and Rain Bridge

The bridge has three arches, the height from the river surface to the top of the bridge compares a couple of floors. Mr. Huang Yongyu's (born in Fenghuang and famous for his print making) left his antithetical couplet on the bridge and left the world with imagination and wonders. The second floor of the bridge is used for receiving importance guests and exhibiting calligraphies and paintings.

7) Buildings in Fenghuang Ancient Town

Fenghuang Ancient Town does not rely entirely upon natural beauty to attract the visitor for this ancient town with a history spanning 1,300 years has a number of remarkable old gardens as well as distinctive residential buildings, elegant bridges and mysterious towers and pagodas. These architectural delights date from the Ming and Qing Dynasties (1644-1911). Those of special interest are the Wengchen Pavilion, Huang Si Qiao Castle, Tian Wang Temple, Da Cheng Hall, Chao Yang Palace, and the tomb of Shen Congwen and the residence of Xiong Xiling. Here too there are the North Gate and South Great Wall both excellent examples of municipal fortification.

In many ways, life has not changed here for centuries and this is typified by the tough, hard working yet simple-hearted people. The town offers the visitor from both home and abroad a view of a quite different China from anything experienced in the modern cities and large conurbations that are more widely known. We are sure that the opportunity to travel in such a picturesque region will be remembered as an experience of a lifetime.

8) Famous People from the Town

Fenghuang Ancient Town was home to the versatile writer Shen Congwen (1902-1988) who contributed greatly to the development of modern Chinese literature. Written in 1934, his masterpiece *The Border Town*, describes a primitive and pure life in Fenghuang, contributing greatly to the town's world-wide fame. Venerated by the local residents, the one time home and the tomb of this famous writer have become tourist attractions.

There are two other notable people from the town worthy of mention. The first is Xiong Xiling the famous philanthropist who was the first premier of the Republic of China (1921-1949) following the fall of the Manchu. The other famous citizen is Huang Yongyu, an outstanding contemporary painter in the traditional Chinese style. His frescoes illustrating Buddhist stories in the Zhunti Nunnery are a major tourist attraction.

9) Travel tips

1. Never open your umbrella while visiting the local peoples' houses and don't

step on the door sills.

2. Male and female can not sleep in a same room when spending overnight as a guest. Don't sucking up to the married women in the town or whistle as they believe it is only an asking for trouble and offend the ghost.

3. Coins can not be used in the ancient town so please bring paper money.

4. Aware of the travel traps. Taps are everywhere can be found although people will not force you do something. Take care for the butter-tonsiled drivers, service suppliers and never trust on cheap tickets or the so-called perfect extra itineraries. Don't accept the free services or gifts like the joss sticks and candles burning at a temple as you will finally pay a lot for it.

10) How to get to Fenghuang Ancient Town

From Changsha

	Schedule	Ticket Price	Duration
South Bus Station	15:40	CNY 134	around 5.5 to 6.5h
West Bus Station	09:00, 10:50, 14:20, 16:50	CNY 145	
Changzhutan Bus Station	07:30, 10:00, 13:30, 16:20	CNY 158	
Lituo Express Bus Station	12:30, 16:00	CNY 149	

From Zhangjiajie

Central Bus Station (near the Zhangjiajie Railway Station):

Bus schedule: 08:30, 09:00, 10:00, 12:30, 14:30, 15:30, 16:20 and 17:20

Bus fare: around CNY 80

Duration: around 4 hours

Or alternatively, you can take regular buses from the bus station to Jishou first. It costs around CNY 55 per person. The whole journey is around 2.5 hours. Upon arrival, you can take regular bus to get there. It takes around 1 hour.

Zhangjiajie Airport is also a choice. Upon arrival, visitors can catch a taxi to the Central Bus Station. Then refer to the instruction above.

From Tongren

Tongren Tourist Bus Station (near Tongren Railway Station):

Buses depart around every one hour from 08:40 to 16:30. Bus fare is around CNY 20. It takes about 1.5 hours.

Tongren Fenghuang Airport:

It is a feeder airport about 30km from Fenghuang Ancient Town. It offers flights to and from Beijing, Changsha, Guiyang (Guizhou Province), Guangzhou, Hangzhou, Kunming, Nanjing, Shanghai at present. Visitors can take tourist bus from the airport to reach the town directly, which takes around 1 hour.

From Jishou

Turn to Jishou North Bus Station near Jishou railway station. There are regular buses to Fenghuang Ancient Town, 80 minutes. Bus fare is around CNY 25.

From Huaihua

If visitors arrive at Huaihua Railway Station, they can take bus 7, 8, 48, 116, 204 or K204 to West Bus Station. There are regular buses to the town. It takes around 1.5 hours. Bus ticket is around CNY 39. Arriving at Huaihua South Railway Station, they can take bus 116 or K12 to the bus station.

Entrance Fee	Visitors don't need to pay for admission of the ancient town, but they need to buy a ticket if they want to visit the scenic spots inside. Combo ticket: CNY 148 (including Former Residence of Shen Congwen, Formal Residence of Xiong XiLing, Yang Family Memorial Temple, East Gate Tower, Boat ride on Tuojiang River, Longevity Palace, Chongde Hall, Fenghuang Ancient City Museum, and Hongqiao Art Museum) Note: The combo ticket is valid for two days. A visitor can enter the above-mentioned spots once within the validity of the ticket.
Opening Hours	The town opens all day.

Task 1 游览凤凰古城景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Fenghuang Ancient Town. Your presentation should be completed within 3~5 minutes based on the background information and the following map.



The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览凤凰古城的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Fenghuang Ancient Town. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists to do as the Romans do;
- 2) Suggest bringing enough paper money;
- 3) Remind tourists of sun protection, especially in summer; pay attention to antiskid when visiting in foggy and rainy weather;
- 4) Ask tourists to pay attention to property security.

Task 3 凤凰古城概况讲解 (50%)

Directions: You are required to give your tourists a survey of Fenghuang Ancient Town. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表

	40 分	20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	达少于 2 句， 本题计 0 分。
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

21. 试题编号: 1-2-6 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境,能用英语对参观慕田峪长城的整体安排、游览注意事项进行说明,能运用导游讲解的基本方法和技巧用英语讲解慕田峪长城概况,语言表达流畅、清晰、准确。

Background Information

1) Brief Introduction of Mutianyu Great Wall

Mutianyu Great Wall (慕田峪长城), with a total length of 5.4km, is regarded as the “**Essence of Great Wall in Ming Dynasty**”. This great wall, linking Gubeikou (古北口) in the east and Juyongguan (居庸关) in the west, was served as the vital military strategic point from the ancient time. Moreover, Mutianyu section is the “**longest great wall in China**” so far and since protection work is well done here, tourists can now see its original appearance and enjoy the real ancient culture of great wall. Also, spectacular natural scenery in Mutianyu Great Wall always impresses visitors here for its abundant vegetation.

Type: World Heritage Site, Ancient Ruins, Hiking Trails, Outdoor Activities, National AAAA Tourist Spot

Best Seasons: Spring/Autumn; particularly for April, May, September and October

Recommended Visiting Time: half day

Opening Hours: 07:30-17:30

Tickets: RMB 45

Address: Baohai Town, Huairou District, Beijing, China

2) History of Mutianyu Great Wall

Mutianyu was originally a small mountain village before with fluctuating mountains and lush trees. For its vital and special situation, Mutianyu had been an important martial barrier for long time. And till Ming dynasty, a series of war broke out. In order to protect the national capital and the imperial mausoleum of Ming dynasty, the Emperor Zhu Yuanzhang (朱元璋) ordered his general Xu Da (徐达) to build this great wall in 1368. Although Mutianyu Great Wall has experience damages and reparation for several times, it is the most-preserved section of great wall relics of Ming dynasty.

3) Unique features of Mutianyu Great Wall

Mutianyu Great Wall has its features both in the architecture and the sightseeing, which is why it

is called the outstanding great wall. And with much fewer tourists, you can totally appreciate the beauty of this good place.

4) Precious Great Wall from Ming Dynasty

Great Wall of the Ming dynasty is a world miracle for its magnificent vigor. Differing from other great walls, especially the Great Wall built by the first Emperor of Qin, great wall of the Ming dynasty is built to prevent the disturbance of the rulers of nomadic people from the northern China. It is also the unique one of longest construction period, hugest project, and the most complete defense system in Chinese history. And Mutianyu Great Wall is regarded as the “Essence of Great Wall of the Ming dynasty” for its imposing and very solid characters.

5) Densely Placed Watchtowers

The distance between the Great Watchtower and Zhengguantai (正关台) is only less than 500 m, but there sets 4 watchtowers. And there are even 25 watchtowers of different purpose built within the only 3,000 m section. It is rare to see a watchtower about every 100 m in a section of a great wall.

6) Charming Scenery

Mutianyu Great Wall enjoys diverse beautiful scenery in four seasons for its very high vegetation coverage of over 96 %. In spring, you can appreciate the flower sea of many kinds and multiple colors; when summer comes, the whole scenic area is changed into green with running streams, which is a super spot for eye-pleasure and soul-cooling; In the fall, all the red leaves on the mountain paint Mutianyu a charming shining place and delicious fruits are ripe, and people call it the golden Beijing; While in winter, the white snow cover this area into a gorgeous lady in a silver evening gown, and it is a great time to see the beauty of northern China.

7) Most Well-preserved Primate Great Wall

Most sections of Mutianyu Great Wall are perfectly protected since long ago. Therefore, visitors can see the authentic look of this kind of historic site, from the magnificent watchtowers, walls of layers of bricks to the ancient pass paved by the hardworking ancients. Walking on the old way, you can both know the strong culture of great wall and the wisdom of ancient Chinese people and feel the labor and pain while constructing this great project.

8) Full Stereoscopic Impression

Another feature of Mutianyu Great Wall shows in its stereoscopic impression upon visitors, since it was built near the mountains and this is the real essence. Some parts rise for 533 m within 10 towers.

Though some sections are gently fluctuate, the whole great wall rises and falls like a flying giant dragon.

9) Shining Places to See in Mutianyu Great Wall

Zhengguan Tai

Zhengguan Tai is also called Mutianyu Gate. It is rarely seen in the architectural history of great wall for there are three watchtowers existing side by side together. This gate built in 1404 AD, 40 m long, 30 wide, and 20 high, enjoyed a key strategic position at that time. One side is the garrison of the Xiongnu (匈奴) people outside the great wall, one way reaches the downtown of ancient Beijing city, and the left one serves as the shortcut to the Imperial Mausoleum.

The Great Watchtower

The Great Watchtower, located at the commanding height at the east side of Mutianyu Gate, is a very famous spot in this scenic area. It is characteristic in its possession of great walls in three sides, and from any angle, you can see it like the corner of a city gate. For its special high position, you just could completely have a panoramic viewer of the inside and outside of the great wall.

10) Things to Do in Mutianyu Great Wall

Hiking

It is especially meaningful and unforgettable to take a hike on Mutianyu Great Wall. You can feel the painstaking process of ancient laborers who built this masterpiece by laying the heavy bricks one by one, while climbing higher step by step. Furthermore, you can get stuck in the picturesque scenery along the way up, with blossoms, lush trees, splendid view of clouds, etc.

Photography

Mutianyu Great Wall is a worth-going place for shutterbug. They can get a close shot of the historic project of treasure that is perfectly kept till now. Moreover, the fascinating sightseeing from the colorful spring, emerald summer, to the golden autumn and the niveous winter, all make you satisfied with your shoot.

Toboggan

Since Mutianyu Great Wall Scenic Area provides the standard slide way for tourists, people can take a try to get a distinct feel. As this great wall has steep topography, it is very exciting to take a toboggan, rising and falling along the mountain. This very safe tool will drive all your stress away and make you enjoyable.



Mutianyu Toboggan

11) Recommended Route to Visit Mutianyu Great Wall

Tourists can choose diverse routes to visit Mutianyu Great Wall. If you want to hike this masterpiece, you can just walk from the entrance to the 6th Watchtower to see the Great Watchtower in different angles, and hike your way up to appreciate the beautiful full view of this area between the 14th and the 23rd Watchtower.

If you want to only enjoy the sightseeing, you can take the enclosed cable car directly up to the 14th Watchtower or chair Lift to 6th Watchtower.

And if you are attempting to experience the exciting toboggan, you can start near the South Ticket Entrance up to the 6th Watchtower.

12) Useful tips

What to pack

Take enough cloths while visiting here in winter since the temperature on the mountain is lower than that in downtown Beijing;

Take sunglasses to prevent the dazzling solar glare;

Well prepare your camera to take beautiful pictures.

Mutianyu Great Wall has gained good review from visitors because it is less crowded than Badaling Great Wall and has better infrastructures than Jinshanling Great Wall.

Task 1 游览慕田峪长城景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Mutianyu Great Wall. Your presentation should be completed within 3~5 minutes based on the background information and the following map.



The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览慕田峪长城的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Mutianyu Great Wall. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing comfortable shoes, preparing band aids, anti-inflammatory tablets, carsickness medicine;
- 2) Suggest bringing enough water and some food for energy;
- 3) Remind tourists of sun protection; pay attention to lower temperature in winter;
- 4) Ask tourists to pay attention to property security.

Task 3 慕田峪长城概况讲解 (50%)

Directions: You are required to give your tourists a survey of Mutianyu Great Wall. Your

presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1	

			分。	0 分。
景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。		口头表达少于 2 句，本题计 0 分。
	20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。		
	10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。		

22. 试题编号: 1-2-7 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境, 能用英语对参观兵马俑的整体安排、游览注意事项进行说明, 能运用导游讲解的基本方法和技巧用英语讲解兵马俑概况, 语言表达流畅、清晰、准确。

Background Information

1) Terracotta Army Facts

Chinese Name: 兵马俑 (Bīng Mǎ Yǒng)

English Translation: Terracotta Army, Terracotta Warriors and Horses

Location: 25 miles (40 km) northeast of Xi'an; 1 mile (1.5 km) east of the Mausoleum of the First Qin Emperor.

History: Over 2,200 years' history even before the unification of China.

Construction Purpose: Funerary objects for Emperor Qin Shi Huang.

Scale: covering an area of 6.3 acres (25,380 square meters) with four pits in total. Figures were unearthed in three of them.

2) The Eighth Wonder of the World

Terracotta Army When the Xi'an Terracotta Army was discovered in 1974, this enormous sculpture group amazed the world. The pits were found to hold about 8,000 exquisite figures and horses, including burly generals, resolute military officers, and vivid soldiers. The find was praised as the Eighth Wonder of the World by the former French Prime Minister Chirac early in 1978, and became a UNESCO World Heritage Site in 1987.

3) Over 2,200 Years' History

In 221 BC, a few years prior to the Roman Empire's engagement in the Second Punic War with Carthage, Alexander the Great's Greek Empire had fallen apart, and the Indian Maurya Dynasty had faded leaving south Asia divided and at war, a powerful and prosperous dynasty was established in central China. This was the Qin, the first period of entire unification of China. At that time, the dynasty was the most powerful state in the world with a population of 20 million and annual revenue worth 2,000 kilograms of silver. The powerful military and economic strength of the nation enabled the completion of such a great wonder - the huge funerary project with numerous terracotta warriors guarding the First Qin Emperor's mausoleum. This giant project was

stopped and buried underground since 208 BC.

4) Who's the Owner of Terracotta Army?

Qin Shi Huang established the first centralized state of China and so became the first emperor of the entire country. Replicating the once invincible troops of the Qin Dynasty, the Terracotta Army was made with the glorious mission of protecting this great emperor in the underworld. However, some scholars hold the opinion that some facts show that the real owner of the pits might have been the Dowager Empress Xuan, the great-great grandmother of Qin Shi Huang. She was the mother of the King Zhao (306 - 251 BC) of Qin State and once controlled the court for 41 years. This bold conjecture advances the construction time of the project half a century earlier.

5) Huge Underground Military Formation with 8,000 "Warriors"

The determining factor of Qin State's transition from a small rather insignificant nation to the only power in the whole country was its strong army. The Xi'an Terracotta Army is a representation of the Qin State's troop formation with soldiers and chariots strategically arranged in the pits. About 8,000 warriors, 100 chariots, 400 horses, and more than 100,000 weapons have been unearthed from the three pits so far. To the front of the formation are three rows of crossbowmen able to launch a long-range attack. The main force formed by infantry and chariots follows after. On the two sides of this formation is the troop of cavalry designed to outflank the enemies.

6) Exhibits of the Museum in Three Pits

There are four pits in total, and from three of them terracotta figures have been unearthed.

After you get to the entrance, you need to walk about 15 minutes or take a battery car to the pits at the cost of CNY 5. In peak travel season, you need to queue up for the battery car, so it's more advised to take a walk. Then your Terracotta Warriors tour formally starts.

Recommended Route to Visit Terracotta Army: Pit 1 – Pit 3 – Pit 2 – Bronze Chariot Exhibition Hall

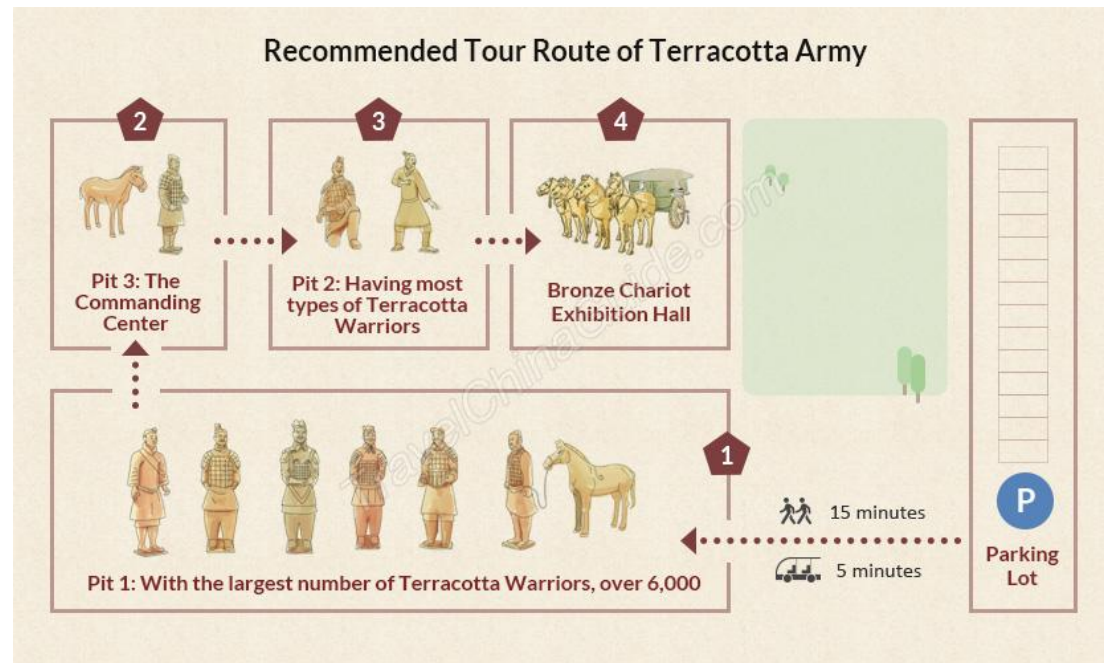
Time Needed: 2- 4 hours

Pit 1: It is the largest one with a length of 250 yards (230 meters) and a width of 68 yards (62 meters), equaling the size of two football fields. The military formation in it is made of chariots and infantry. There are over 6,000 individual figures and 50 chariots in total.

Pit 2: It covers half size of the area of the Pit 1. This pit has the most army units with chariots,

infantry, cavalry, and crossbowmen.

Pit 3: It is the headquarters of the formations in the above two pits, with 68 figures, four horses, one chariot, and 34 weapons unearthed at present.



Tips:

* Among all the sites, Pit 1 and Pit 2 are the highlights worth your attention. Pit 1 stands out for its large number of Terracotta Warriors and Horses and large scale. Pit 2 is important because it houses more types of Terracotta Warriors.

*As there are few signs in English in the museum, hire a guide or rent an audio guide so that you will understand the exhibits better. Generally it costs CNY 150 or so to hire a guide and CNY 40 for renting an audio guide.

7) Discovery of Terracotta Army by Farmers

Who found the Terracotta Army? One can hardly believe the fact that such important royal burial pits were accidentally discovered by a group of farmers, not archeologists. In March, 1974, several broken life-sized clay figures were found near Xi'an by nine farmers as they were digging a well, namely Yang Zhifa, Yang Peiyan, Yang Xinman, Yang Quanyi, Yang Wenxue, Yang Yanxin, Yang Yizhou, Yang Wenhai and Wang Puzhi. After the excavation, this grand underground military troop came to light again. Today, you can still see the founders in the museum, telling the story of the discovery and book signing.

8) Terracotta Soldiers are Taller Than Modern People

Terracotta Soldier Taller than Modern People Facts from the excavation show that the Terracotta Warriors are generally 1.8-1.9 meters high, while the tallest is about 2 meters. The average height of all the warriors is 1.85 meters, which is taller than modern Chinese people. Does this mean people in the olden times were much taller? Some people don't think so. The terracotta soldiers were made much taller for two reasons. During that period, the major form of battle was close combat, which required tall and strong warriors. On the other hand, the taller terracotta warriors are a more impressive representation of the majesty of this once dominant army. But data from historical records and ancient human skeletons do show that ancient people are taller than modern people.

9) Diverse Facial Features of the Soldiers

It is extremely difficult to find two similar figures in the three pits. Every soldier has his own facial features, which means there are 8,000 different faces in total. In fact, there were only eight moulds used to make the profile of each soldier's head. The 8,000 distinctive faces were carved by craftsmen individually, which definitely took massive amount of manpower. The excellent modeling skill of the Qin Dynasty artists is embodied in the vivid facial expressions created for each soldier.

10) The Figures Used to be Colorful

The figures always appear as gray in color. In fact, they were originally painted with black hair, beard, and eyebrows like real persons. Their uniforms were also painted in bright colors, including scarlet, green, black, and purple. The moist environment underground was more suited to the preservation of the paint. Once the figures were excavated, the change of the humidity led to more cracks and warping on the surface, and is the main factor resulting in the fading of the colors.

11) Bronze Chariots and Horses - King of Bronze Ware

Besides the clay sculptures, you can also see two sets of bronze chariots and horses in the museum. They were unearthed 20 yards (18 meters) west of the emperor's mausoleum in 1980. Before the excavation, they had already fallen into more than 1,000 pieces. It took eight years' renovation work to reproduce the original appearance of the chariots and horses. They are the largest and best preserved bronze chariots in China with a half size of the real imperial chariots of

Qin Shi Huang. The first set weighs 1,061 kilograms with a length of 88.6 inches (225 centimeters) and a height of 59.8 inches (152 centimeters). The second one is of 124.8 inches (317 centimeters) in length and 41.7 inches (106 centimeters) in height, with a weight of 1,241 kilograms. Gold and silver were used to decorate the chariots and the accessories on the horses.

12) One-day Self-guided Terracotta Army Visit Plan

Most visitors will travel to Xi'an first, stay a night at a hotel in downtown for a good rest, and then take a one-day tour to the Terracotta Army on the next day.

*** Learn some basic facts before visiting Terracotta Army**

Opening Hours: Peak Season from March 16 to November 15: 8:30 - 18:00; off season from November 16 to March 15: 8:30 - 17:30

What to See: Pit 1, Pit 2, Pit 3, Bronze Chariots and Horses Exhibition Hall

*** Get the entrance ticket in advance**

The entrance ticket for the Terracotta Army costs CNY 120, whether it is in the peak travel season or slack season. As only 65,000 entrance tickets are issued daily, it's advised you to get a ticket in advance.

13) How to Buy Terracotta Warriors Tickets?

If you know Chinese and have a Chinese cell phone number, you can book it directly on the official website of the Terracotta Army. Some tourists may want to buy a ticket only after they arrive at the scenic spot, but this is not recommended, because you may spend a long time queuing before the ticket window and there is risk that tickets are sold out.

No matter you book ticket from TravelChinaGuide website, official website, or on site, your information will be required as the Terracotta Army Museum has introduced the real-name ticketing policy. In addition, you need to take your passport for inspection when entering the scenic area.

14) Set off early in the morning for your one day Terracotta Army trip.

It's strongly advised to get up and set out early in the morning to visit Terracotta Army, let's say 7:00 am, to miss the large tour groups which usually arrive at around 10:00 am. If you do not mind having lunch late, you can also visit at noon during lunch time.

15) Be careful to avoid traps:

When taking tourist 5 (306), make sure you are boarding on the right bus. There are often

fake buses around the pick-up point, which claim to take you to the Terracotta Army. However, they may actually take you to the fake Terracotta Army, some rarely-known artificial attractions, or jade and souvenir shops to rip you off. The conductors on fake buses also wear uniforms, so it's not easy to tell them from appearance. If a conductor keeps canvassing customers, it's much likely to be a trap.

After you arrive at the parking lot outside the Terracotta Army, some local villagers may sell discounted entrance tickets and offer to lead you to the "real" Terracotta Army. Ignore them and follow the large group of tourists to walk about 500 meters (550 yards) to the entrance.

Near the entrance, there might be some vendors selling models of Terracotta Army. Do not buy them to avoid being overcharged.

Task 1 游览兵马俑景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Terracotta Army. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览兵马俑的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Terracotta Army. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of booking tickets in advance;
- 2) Suggest learning Terracotta Army facts before visiting;
- 3) Remind tourists of avoiding traps;
- 4) Ask tourists to stay away from the exhibits and do not climb over the railings.

Task 3 兵马俑概况讲解 (50%)

Directions: You are required to give your tourists a survey of Terracotta Army. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表

	40 分	20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	达少于 2 句， 本题计 0 分。
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

23. 试题编号：1-2-8 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境，能用英语对参观西湖的整体安排、游览注意事项进行说明，能运用导游讲解的基本方法和技巧用英语讲解西湖概况，语言表达流畅、清晰、准确。

Background Information

1) Brief Introduction of West Lake

West Lake is located in the south-west of Hangzhou, Zhejiang Province. With its beautiful lakes, mountains and many attractions, it has become the world-famous tourist destination and is known as the “paradise on earth” in the world. It was elected as the first batch of China’s key national 5A-level scenic spot opened to the public and it is one of Top 10 China Attractions. With its accumulation of years of history, its unique southern charm and a large number of outstanding cultural landscape help itself to be selected into world cultural heritage list, and it is the only China’s world cultural heritage in the class of lakes. The Santanyinyue landscape printed on the back of the paper currency for CNY 1 yuan embodies a special status of the West Lake among numerous China’s scenic spots.

The West Lake is a like a shining pearl inlaid on the vast land of China, reputed for beautiful scenery, a multitude of historical sites, brilliant cultural relics, and a profusion of native products. Legend has it that the West Lake was a heavenly jewel fallen to earth. Pragmatists insist that it is a mere lagoon on Hangzhou’s western fringe. In any case, West Lake has inspired painters for centuries.

2) Historical Evaluation of the West Lake

An old Chinese saying goes, “There is heaven above, Suzhou and Hangzhou below”. Centuries later, Marco Polo called Hangzhou the most enchanting city in the entire world. This is most evident in the West Lake area, the effective, if not geographic, center of Hangzhou.

Hills embrace the lake on three sides; the city proper lies to the east. Ancient Chinese people praised the West Lake area as a land of intoxicating beauty. Su Shi, a poet from the Sung Dynasty (960-1279 AD), likened the lake to Xizi, a Chinese Cleopatra, for its allure.

In ancient times, this place had been a shallow sea gulf before it evolved into a residual lake. The Baidi and Sudi causeways provide access to many parts of the lake. Most of the best known

tourist sites lie around and within the lake. With a circumference of 15km, the lake area itself is easy for the visitor to negotiate.

3) Top Ten Scenes of West Lake

Each view in West Lake has its own feature, when combining together, they also can be on behalf of the essence of the beauty of ancient West Lake. Ten Views of the West Lake were formed in the Southern Song Dynasty, and basically are distributed around the West Lake, some are located on the lake, they are:

【Autumn Moon over the Peaceful Lake - Chinese: 平湖秋月】

Autumn Moon over the Calm Lake is one of the top ten views of the West Lake in Hangzhou. It is located in the western end of Baiti Causeway, near to the Isolated Hill. It is closed to the outer West Lake. At the edge of the lake, overlooking the Moon on high site can make you acquire the sense of quiet in the West Lake, washing irritable mood. It cover an area of over 6000 square meters.

There is a scientific reason for why Autumn Moon over the Calm Lake is famous. Hangzhou is located in the subtropical area. According to the earth and the sun operating laws, four seasons in this city is distinct clearly; according to the relation of the earth and the moon, chord circle hook does have a pattern. in autumn, the moon from is closer to the northern hemisphere in earth. Because of Hangzhou's geographical location, the angle between the moon and the earth does not exceed 60 degrees. What's more, the weather is mainly sunny in autumn evening in Hangzhou and the temperature is about 20 degrees Celsius. The relative humidity is 80%, wind speed three meters to four meters per second. There are little particulates in the air. The pleasant climate at this time makes the moon seem to be particularly large, bright and especially round.

【Evening Bell at Nanping Hill - Chinese: 南屏晚钟】

Located on the south side of West Lake, Evening Bell at Nanping Hill is one of top ten views of the west lake with the longest history. It is a mixture of cultural and natural views. It refers to the evening bells in Jingci Temple at Nanping Hill in Hangzhou. Due to the caves at Nanping Hill, when the sun is down and the bell rings, the sound of the bell will echoes in the valley for a long time. This is why this place is so famous. In recent years, when the New Year comes, foreign guests, overseas Chinese and native residents in Hangzhou gather at the bell towel in Jingci Temple to strike the huge bell for New Year blessings.

The Scene of Evening Bell Ringing at the Nanping Hill is mainly consisted of two parts: Nanping Hill Scenic Area and Jingci Temple. The two portions are specially and vividly characterized of its beautiful of natural scene and religion culture.

【Curved Yard and Lotus Pool in Summer - Chinese: 曲院风荷】

Located in the west side of West Lake, Curved Yard and Lotus Pool in Summer (Qufeng Heyuan) is famous for the beautiful scenery in summer. It ranks second among top ten views of the West Lake in Hangzhou. The total area of this place is 126,500 square meters, including a construction area of 2.68 billion square meters. This place mainly includes two parts: the lotus lake and the crooked courtyard. The crooked courtyard is located in site where Jinsha Stream (largest natural water source in West Lake) flows into West Lake, near to the Hongchun Bridge in Hongyin Road. It used to be a wine shop in South Song Dynasty. Near the banks of West Lake grows lotus. When summer comes, the flavor of the lotus and the perfume of the wine together can be smelled everywhere.

【Melting Snow at Broken Bridge- Chinese: 断桥残雪】

It is famous for the looming view of the bridge seen from the distance when there is winter snow. The broken bridge is located in the eastern end of Baidi in the West Lake in Hangzhou, backed Baoshi Mountain, facing the city of Hangzhou. It is the watershed point of outer West Lake and inner West Lake.

With a high location and broader vision, Melting Snow at Broken Bridge is the best place to appreciate the snow scenery in winter. When it snows, standing on the hill south and overlooking southwards, the West Lake is Clad in silvery white. The stone arch bridge without shelter reveals its mottled face when ice and snow melt in the sun. However, both ends of the bridge are still under snow cover. The bridge is vaguely seen and snow in the culverts is light, which is contrasted to the gray bridge. that seems to break the non-breaking, it is so called broken bridge.

【Orioles Singing in the Willows - Chinese: 柳浪闻莺】

Orioles Singing in the Willows ranks fifth among the top ten views of the West Lake. It is located in the eastern side of West Lake in Hangzhou. Covering an area of over 20 hectares, it is near the city by the lake, being a large integrated garden with ornamental and entertainment functions. The attraction, Orioles Singing in the willows, is divided into Friendship, Wen Ying, Ju Jing, South Park four parts. The willows grow together with purple nanmu, cedar, magnolia, plum

and other different trees and flowers. In Southern Song Dynasty, it is the largest imperial garden, called Ju Jing Garden. At that time there was a Huifang Hall and three houses and nine pavilions, and Liu Lang Bridge and Bachelor Bridge. It was named Orioles Singing in the Willows for oriole flying and crowing in the willows. When the spring comes, thousands of willows waving in the breeze like a waves in the sea; in shade depths, from time to time come the sound of orioles.

【Spring Dawn at Su Causeway - Chinese: 苏堤春晓】

Spring Dawn at Su Causeway ranks first among ten views of the West Lake in Hangzhou. It is a north-south tree-lined embankment running through the West Lake scenic area. The embankment is south to the foothills of Nanping Mount and north to the Xixia Ridge. The embankment is 3 kilometers long and 36 meters wide. It is built by Su Dongpo, who is a writer and calligrapher in Northern Song Dynasty. In 1089, Su used the mud of the West Lake to build the embankment when he was dredging the lake. There are six stone arch bridges along the embankment, from south to north are the Yingbo Bridge, Suo Lan Bridge, Wang Shan Bridge, Ya Di bridge, Dongpu Bridge, Kua Hong Bridge. Su Causeway is named in honor of Su Dongpo, also known as Su Gong Causeway. In the south end of the causeway lies a Su Dongpo Memorial, which shows the life of Su Dongpo and his poems.

Su Causeway provides visitors with changing touring lines which can take a leisure stroll with impressing view. Walking in the embankment or bridge, scenic view expands like a picture with kinds of style and fancy taste.

【Viewing Fish at Flower Harbor - Chinese: 花港观鱼】

Located in the southwest of the West Lake, Viewing Fish at Flower Harbor features flowers, harbor and fishes. There are thousands of red carps in the fishpond here. And feeding red carp is a pleasure for native residents.

Flower Harbor covers an area of twenty hectares and the whole garden is divided into five parts: red carps pond, peony garden, flower harbor, large lawn and jungle. Red carp pond is located in south central park it is the center of the tour area in the whole garden. The shore of the pond is naturally tortuous. There are small bridges above the water for visitors to have close look at the red carps. When the visitors stand on the bridge, thousands of red carp will swim towards to the visitors, gaming and dancing. Peony garden is in the center of Viewing Fish at Flower Harbor. Here grows a large number of peonies, which make it a traditional public leisure venue in

Hangzhou.

【Leifeng Pagoda in the Sunset - Chinese: 雷峰夕照】

This scene is known for the sunset glowing shining on Leifeng Pagoda, which looks like Buddha's light shining.

【Two Peaks Piercing the Clouds - Chinese: 双峰插云】

The two peaks are South High Peak and North High Peak. This scene is to describe the beautiful landscape reaching high into the air in a far.

Task 1 游览杭州西湖景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring West Lake. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览西湖的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting West Lake. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing comfortable shoes, preparing band aids, anti-inflammatory tablets, carsickness medicine;
- 2) Suggest bringing enough water and some food for energy;
- 3) Remind tourists of sun protection, especially in summer; pay attention to antiskid when visiting in foggy and rainy weather.
- 4) Ask tourists to go up/down in order when taking any means of transportation.

Task 3 西湖概况讲解 (50%)

Directions: You are required to give your tourists a survey of West Lake. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注

场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟	

			练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句， 本题计 0 分。
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

24. 试题编号：1-2-9 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境,能用英语对参观成都大熊猫繁育研究基地的整体安排、游览注意事项进行说明,能运用导游讲解的基本方法和技巧用英语讲解成都大熊猫繁育研究基地概况,语言表达流畅、清晰、准确。

Background Information

1) Brief Introduction of Chengdu Research Base of Giant Panda Breeding

Location: 1375 Panda Avenue, north of Chengdu, Sichuan Province, China

Reasons to visit: The most popular place to watch cute China Giant Pandas in Chengdu

Opening Hours: 7:30-18:00

Located just 10 km (6 miles) away from downtown, the Chengdu Research Base of Giant Panda Breeding has been created and imitated the natural habitat of giant pandas in order that they might have the best possible environment for rearing and breeding. By increasing their population, Giant Panda will not become extinct.

The base cares also for other rare and endangered wild animals with an area of 560 mus (92 acres), 96% of which is verdure. Giant pandas, lesser pandas, black-necked cranes, white storks as well as over 20 species of rare animals are fed and bred there. Verdant bamboo, bright flowers, fresh air, a natural hill scene and a beautiful artificial view are merged ingeniously at the base.

One of the biggest attractions is the panda breeding center where you can watch the baby pandas in their playpens through glass. You are not allowed to photograph the baby pandas, as the flash can hurt their eyes. Another highlight is the video you watch about the reserve and panda reproduction and learn how a panda gives birth to a baby cub. The baby just slides out and at the first time mothers don't know what it is, so it is common for them to accidentally kill the baby as they swat it around if the researchers can not help out in time. In all, it is nice to see all in the panda breeding center.

It's best to visit the base in the mornings as early as possible. You'll see the most active pandas between 8am and 11am – after that they're likely to be sleeping. And, while you might not want to plan your whole trip around it, if you visit the base in September or October you'll be able to see newborn pandas in the nursery.

2) History

In 1997, Chengdu Research Base of Giant Panda Breeding established the first opening laboratory in the study of Chinese endemic endangered animals under the subsidization of state planning commission, planning commission of Chengdu, and Chengdu panda breeding research foundation for more than 15 million. According to the international first-class scenic spot construction and reception standard, the base in recent years used limited resources to increase tourism environment and infrastructure investment. In 2006 by the national tourism administration it was formally awarded “national AAAA level scenic spots”. As the national, provincial municipal window, the base has received dozens of world leaders and guests since it established.

3) Geography Environment

Chengdu Research Base is located in the northern suburb of Chengdu Futou hill, more than 10 kilometers away from downtown, the transportation is convenient, and it has a unique geographical advantage of the development of the giant panda characteristic tourism. Since its establishment, fully simulate the natural ecological environment of the wild giant pandas gardening technique, it built pool, stream, lake ornamental plants such as forest, lawn and planting bamboo forest, etc., the natural mountain scenery and beautiful artificial landscape skillfully combined, make the environment more close to nature and create a good environment for animal survival.

4) What to See

Tourists can have close contact with the giant panda is one of the largest tourist base feature and highlight. In the bionic fields, visitors can have a closer look of living state of different ages giant pandas, can see the pictures of pandas lie or sit, or drink or eat, or play; In giant panda room, visitors can appreciate vivid scene that panda mother feeding its baby with the zero distance. Chengdu Research Base of Giant Panda Breeding has been hailed as a national treasure “The Top Tourist Destination for Intimate Contact of Chinese National Treasures for Chinese and Foreign Tourists .”

Giant Panda Facts

- Name: Giant Panda as distinguished from lesser panda. As it is more widely recognized, when people speak about panda now generally they are referring to the giant panda.
- Scientific Name: *Ailuropoda melanoleuca*, bear family
- Color: Normally black and white. Complete white ones have been found in the wild. All four

sightings were in the Shaanxi Foping Nature Reserve in Qinling Mountains. The first brown-white one was found there too.

→ Length of Adult Giant Panda: 120-180cm (about 3.9-5.9 feet)

→ Weight of Adult Giant Panda: 80-125kg (about 176-276 pounds)

→ Food: More than 20 kinds of alpine bamboo (especially young fleshy stems and buds, bamboo shoots). An adult panda eats about 40kg (88 pounds) fresh bamboo shoot a day, 14kg (about 31 pounds) bamboo stalks, or 20kg (about 44 pounds) bamboo leaves. It has a greater appetite in summer than winter. In the wild, they may eat other plants and occasionally dead or small animals. Their ancestors were true carnivores. About one million years ago, they began to eat bamboo.

→ Enemies: Asian golden cat, tiger, panther, jackal, wolf, yellow-throated marten

→ Timetable: They spent over half a day searching for food and feeding, over 40% of day for sleeping and only 2% to play. They live alone for most of their life, except one month during the breeding season.

21:00-02:00	night sleep
02:00-07:40	breakfast
07:40-10:30	morning rest
10:30-11:00	play time
11:00-12:00	lunch
12:00-14:30	noon break
14:30-21:00	supper

The Giant Panda Museum was opened in 1993 to further scientific education and to improve public awareness of the protection of both wild creatures and their environment. This is the world's only thematic museum for rare and endangered animal species. The three main exhibitions are in the Giant Panda Hall, the Butterfly Hall and the Vertebrate Hall. The exhibits include all kinds of precious pictures, more than 800 materials and show more than 2,140 different samples gathered in Sichuan. These include examples of animals, birds, amphibians, reptiles and insects as well as fossils and models. The resources held in store at the museum include up to ten thousand

samples as well as a library of thousands of books and documents. This excellent and comprehensive museum provides a wonderful venue for all who are interested in seeing something of the propagation and protection of the region's natural bio-diversity.

The base is planting bamboo like bambusa multiplex and so on. Through years of cultivation, in the garden there was formed the bamboo forest path of giant panda special tourism scenic natural environment tour. At the same time, there is rich vegetation, and various kinds of cherry blossoms and other plants with ornamental value.

5) Shop and Restaurants in Chengdu Research Base of Giant Panda Breeding

“The Home of Panda” gift shop

The Home of Panda is at the right of the entrance. The Home of Panda outer wall adopts brown wooden materials for decoration, its style is in harmonious collocation with the base landscape, and fully highlight the ecological characteristics of the base; the layout is reasonable, container, commodity is neat and tidy. And the salers are enthusiastic and polite to provide bilateral language service in both English and Chinese, which has brought great convenience for the domestic and foreign tourists shopping.

Tourists Shopping Service Center

Tourists Shopping Service Center is located in the left of tourist service center which is an open type shopping site. Its size is appropriate, it is functional, the wooden shelves are compactly and reasonably put, and there are Chinese traditional characteristics souvenirs.

The Panda Bookstore

The Panda Bookstore is located near the Panda Charm Theater. The bookstore is small and exquisite and it is close compactly with Panda Charm Theater. And the wooden building is harmonious and compatible with the base that shows the style of primitive simplicity ecology.

Panda Restaurant

Chengdu Research Base of Giant Panda Breeding possesses Chinese restaurant, leisure outdoor cafe, canteen, etc. Chinese restaurant can accommodate 200 people dining at the same time, the chef has its unique cooking techniques and the cuisine is mainly traditional Sichuan cuisine, with various travel packages, conference banquet dinner and various grades of dining banquet. And the outdoor cafe can receive 100 people drink tea leisurely at the same time.

6) Sightseeing Bus inside the Scenic Area

Ticket Fare	CNY10
Timetable	Apr. – Oct.: 7:30 – 18:00; Nov. – Mar.: 8:00 – 17:30.

 Special Notice:

➔ At present, holding a cub to take photos is not allowed due to the earlier canine distemper accident happened in Xi'an. The restart time depends on when the epidemic ends.

Hereunder is earlier information on holding cubs to take photos for your reference: CNY 2,000 is needed for holding a 8-to-10-month-old cub and taking photos with him / her for one or two minutes. Visitors need to make a reservation by sending an email to pandabase@panda.org.cn or calling at 86-28-83505513. Once the reservation is confirmed, you can have a close contact with the animal on the appointed date. In addition, CNY 2,000 should be paid in cash.

Task 1 游览成都大熊猫繁育研究基地景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Chengdu Research Base of Giant Panda Breeding. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览成都大熊猫繁育研究基地的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Chengdu Research Base of Giant Panda Breeding. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of the best time to visit;
- 2) Suggest bringing medicine for carsickness;
- 3) Remind tourists of being careful about trying spicy food with strong flavor;
- 4) Ask tourists to avoid photographing the baby pandas.

Task 3 成都大熊猫繁育研究基地概况讲解 (50%)

Directions: You are required to give your tourists a survey of Chengdu Research Base of Giant

Panda Breeding. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，	

			逻辑不清晰每处扣 0.5 分。	本题计 0 分。
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

25. 试题编号: 1-2-10 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境,能用英语对参观漓江的整体安排、游览注意事项进行说明,能运用导游讲解的基本方法和技巧用英语讲解漓江概况,语言表达流畅、清晰、准确。

Background Information

1) Li River

Li River, situated in Guilin City of Guangxi Zhuang Autonomous Region, is a bright pearl on the list of China's tourist attractions and it is the highlight of sightseeing tour in Guilin. The 83-km-long waterway from Guilin to Yangshuo is the masterpiece of Li River, decorated with rolling hills, steep cliffs, fantastic caves, leisurely boats and lined bamboos which is just like enjoying a melodious symphony. Hanyu vividly described the enchanting beauty of the Lijiang River in his poem: "The River looks like a blue silk ribbon, and the mountains resemble emerald hairpins."

2) Three Sections of the Li River

The river generally has three sections. Various attractions like peaks and villages along the river have interesting descriptive names, which calls for much of your imagination to see what it is like. Listening to tour guide's legendary stories about the attractions is a delightful experience when you are appreciating the landscapes. Most are mystical fairy and love stories.

The following introduction to the attractions are presented in order of the attractions' locations along the river. You can refer to the map of the river course. Now start our impressive river trip from section to section!

In the first section, which is from Guilin to Ox Gorge, you can enjoy the following scenery: Elephant Trunk Hill, Chuanshan Park, Daxu Ancient Town, and Ox Gorge.

Elephant Trunk Hill

Situated majestically on the western bank of the Li River, the hill resembles an elephant sucking water from the river with its long trunk. It is supposed to be the landmark of Guilin landscape, which you can find on travel brochures or books. The most impressive is said to be the water reflection of a moon-like cave when the moonlight sprinkles over the river, hence the name 'Moon over the Water'.

Chuanshan Park

A few minutes down from the Elephant Hill, it is an idyllic park on the eastern bank of the river. The park is famous for its graceful natural scenery, with attractive spots like the Cockfighting Hills (formed by Chuanshan Hill and Pheasant Hill), Pagoda Hill, Moon Cave, and Chuanshan Hill Cave.

Daxu Ancient Town

Perching on the northern bank of the Li River, the ancient town keeps in its antique style from the Ming Dynasty (1368-1644). A flagging street, lined with old residences, shops and stalls, runs two kilometers along the river bank through the town. Some well-preserved residences hidden behind the street door may give you surprises you when you occasionally explore further into a shop. These are quarters for businessmen in the past times. Have a try on various dumping snacks on the stalls or peddle cars along the street. Some will surprise you with both its taste and cheap price. People in the town are very kind to tourists. Further to south, there is a single-arched bridge in the town named Longevity Bridge. The town is really a sight off-the-beaten track. Opposite the town on the other side of the river, a millstone-like rock with the running waters creates the scene of Grinding Grain.

In the second section, which is from Ox Gorge (near the Bamboo River Wharf and the Millstone Wharf) to Water-Dropping Village, the most charming scenery of the cruise awaiting you include: Wangfu Rock (Yearning-for-Husband's-Return Rock), Crown Cave, Half-Side Ferry, Yangdi Village, Mural Hill, Xianggong Mountain, Yellow Cloth Shoal, and Xingping Town.

Crown Cave (Guanyan)

A crown-like crag earns the hill its name. What makes the hill a worthy stop for both cruise tourists and those arrive from Guilin City by bus tour is its twelve kilometer long water-eroded cave. It is a wonderland of various stalactite, stone pillars and rock formations in the cave. Since it is open to tourists in 1995, illuminating lights, sound control tour guide system and escalators are equipped in the scenic area and sightseeing cars and boats enable visitors to tour inside the cave. The government plan to build this site as an all-round tourist area including cave visiting, country sightseeing and ethnic minority exploration. It is estimated to become an important excursion site along the the river. Tourists can stay in the hotels and villas in the scenic area.

Half-Side Ferry (Ban Bian Du)

Not very far from the Crown Cave on the western bank, a huge rock descends into the river and cuts off a footpath by the water edge. Villagers have to take a ferry to reach the other side and continue the way. So, this spot gets its name Half-Side Ferry (for usually ferry means to transport people by boat across a body of water and reach the opposite bank)

From Yangdi to Xingping

Down stream from Yangdi to Xingping, the Li River passes an endless procession of distinct peaks and bamboo groves and the stunning landscape. This part is the highlight of the cruise. Pinnacled peaks pop up and surprise visitors at each bend of the river. Water buffalos patrol on the fields; ducks paddle in the waters; peasants reap paddies in front of village houses; fishermen use the cormorants to catch the fish and return them to the boat and kids go home singing songs. All these create an idyllic and beautiful scene of the life removed from concrete cities.

A reputed attraction is Mural Hill, a 100-meter-high cliff face, which has been weathered and has stratified rock surface in various shades of colors. It is rumored that the colors present nine horses and a person who can identify them out is considered smart. Legendary stories are given to hill rocks and peaks and it is a delightful experience to appreciate the stunning landscape while listening to tour guide's interpretation of the stories behind it.

Fisherman and Cormorants

Cormorants are good sized birds who enjoy diving underwater in search of fish. Fishermen use the cormorants to catch the fish and return them to the boat. Usually fishermen seem to be more sun-tanned. The fisherman drive the birds into the water where they dive below the surface in search of fish. When the birds catch a fish they return to the boat and the fisherman removes the fish from their throat and places it in the basket. The secret is that the fisherman places a cord around the bird's neck to keep the bird from swallowing the fish.

Xianggong Mountain

Also known as Xianggong Hill, Xianggong Mountain is the best spot to take a distant view picture of Li River. At the top of the mountain, you will find yourself in a wonderland composed of a sea of clouds, sunrise and rosy sunglows.

Yellow Cloth Shoal

Boating downstream southward from the Mural Hill about 500 meters, peaks become steep and the river become wide and quiet. A huge yellow flagstone lying under the limpid waters can

easily be seen. It is like a cloth piece and people called it Yellow Cloth Shoal. There are seven green peaks standing nearby. A legend goes that the seven peaks are fairy girls from the heaven who took baths in the river. Enthralled by the charming scene, they stayed here and become into the peaks. With verdant bamboos, the green peaks under the blue sky reflected on the quiet waters create a spectacular scene. Sometimes, people doubt they see boats floating on hill tops. Many Chinese paintings and poems present this charming scene and tourists run out of their films for it.

Xingping Town

Li River takes a big turn at Xingping and endowed with beautiful and poetic scenery. It has been reproduced in many Chinese landscape paintings. Even the newly-issued 20 RMB note has the scenery on its back. A photographer once said: 'Shots from any perspective for this place turn to be impressive and stunning'. It is a good choice to climb Laozhai Mountain nearby. When you stand on the top, you can have a bird's eye view of Li River like a jade belt flowing through the hills.

The third section goes from Water-Dropping Village to Yangshuo where you can see Snail Hill, Green Lotus Peak (Bilian Peak), and Shutong Hill (Schoolboy Hill). The scenery is equally beautiful.

Yangshuo

The cruise makes the small town known to foreigners. The town is very small that everyone will know you after one month. Located some 90 kilometers south of Guilin City, this town is the downstream end of the cruise but not the least. The enchanting fairyland of Yangshuo is renowned as the best in Guilin.

When the cruise ends in Yangshuo, tourists will disembark at the Shuidongmen Wharf near the Green Lotus Peak or Fu'an Wharf near the Shutong Hill. Walking to the famous West Street is a great choice if you disembark from the Shuidongmen Wharf. The West Street lined with western cafes, restaurants and hotels is a wonderful place for people who want to explore Chinese life.

Yangshuo is a great place for hikes and cycling excursions. There's no doubt that taking a close-up exploration to the country villages, you will have a taste of the rural life. One thing surprised us is the one-hour bamboo raft trip along Yulong River. We didn't expect the scenery to be such a paradise.

3) Where to start a Li River cruise?

The trip starts from the wharf south of Liberation Bridge in Guilin downtown area. Otherwise some agencies will transport tourists to take a one-hour bus ride to the Bamboo River Wharf (Zhujiang Wharf) or the Millstone Hill Wharf (Mopanshan Wharf) to start the cruise from its essential part. English-speaking tour guides are only available on the cruises which depart from

Zhujiang Wharf, so foreigners are suggested to leave from the wharf for their convenience.

Li River cruise booking tips

All tourists taking a Li River cruise are required to show passports when booking ship tickets and boarding. They need to get to the wharf at least 30 minutes before departure to leave enough time for passport inspection. Those who can't provide valid passports should go to the police station near Zhujiang Wharf to ask for a temporary ID proof 30 minutes before departure.

Task 1 游览漓江景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Li River. Your presentation should be completed within 3~5 minutes based on the background information and the following map.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the



time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览漓江的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Li River. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of carsickness medicine;
- 2) Suggest tourists knowing how to start a Li River cruise;
- 3) Remind tourists of sun protection, especially in summer;
- 4) Ask tourists to pay attention to property security.

Task 3 漓江概况讲解 (50%)

Directions: You are required to give your tourists a survey of Li River. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立	

要求 20%			工作能力,具有洞察和判断游客心理的能力,妆容得体大方,热情真诚礼貌,耐心细致周到,举止文明大方,讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作 规范	10	熟悉 Office 办公软件,具备使用办公设备的能力,操作规范。工作场地脏乱差、严重违反考场纪律,造成恶劣影响的,本项计 0 分。	
技能 要求 80%	景点游 览整体 安排说明 24 分	8	语音语调基本正确,声音洪亮计 8 分;语音语调不准确,每处扣 0.5 分。	口头表 达少于 2 句, 本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 8 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求,信息点完整计 8 分,信息点每缺失一处扣 1 分。	
	游览注 意事项 说明 16 分	5	语音语调基本正确,声音洪亮计 5 分;语音语调不准确,每处扣 0.5 分。	口头表 达少于 2 句, 本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子,语法使用正确,条理清晰计 6 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求,信息点完整计 5 分,信息点每缺失一处扣 1 分。	
	景点 讲解 40 分	10	语音语调基本正确,声音洪亮计 10 分;语音语调不准确,每处扣 0.5 分。	口头表 达少于 2 句, 本题计 0 分。
		20	导游讲解方法和技巧运用恰当,景点概况词汇、句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 20 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求,信息点完整计 10 分,信息点每缺失一处扣 1 分。	

26. 试题编号: 1-2-11 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境, 能用英语对参观香港迪士尼乐园的整体安排、游览注意事项进行说明, 能运用导游讲解的基本方法和技巧用英语讲解香港迪士尼乐园概况, 语言表达流畅、清晰、准确。

Background Information

1) Brief introduction of Hong Kong Disneyland

Located on reclaimed land in Sunny Bay, Lantau Island, Hong Kong Disneyland Park is built and operated by Hong Kong international theme park Co., LTD. that is jointly run by Hong Kong Government and the Walt Disney Company. Hong Kong Disneyland is the first Disneyland Themed Park in China, the second in Asia and the fifth in the world, modeled the first theme Disneyland park in the Disneyland Resort In California (including the Sleeping Beauty Castle).

Hong Kong Disneyland Park was open in September 12, 2005. The themed park covers an area of 126.82 hectares, being the world's smallest Disneyland. The park was composed of 7 themed zones which host various rides, shops, restaurants, and live entertainment. The themed zones include Main Street U.S.A., Adventure Land, Fantasy Land, Tomorrow Land, Toy Story Land, Grizzly Gulch and Mystic Point. Among them, Grizzly Gulch and Mystic Point are unique and can only be found in Hong Kong Disneyland.

There are also many amusement facilities, entertainment performance, interactive experience activities, catering options and commodity shops. In addition, the park puts on parade performances and fireworks displays every day. In the themed park, you can also find a Disney cartoon characters Mickey Mouse, Winnie the Pooh, Mulan, Cinderella, Sleeping Beauty Princess, etc. The theme park's cast members use English and Chinese, including Cantonese and Mandarin dialects, to communicate verbally. Guide Maps are printed in both Traditional and Simplified characters, Japanese, and in English.

Best time to visit: Autumn and winter is the best time to visit. Autumn has good weather with mild temperature and less rain. Winter is warm in HK.

2) Highlights in Hong Kong Disneyland

Hong Kong Disneyland has 7 unique themed zones, two Disney themed hotels, and colorful shopping, eating and entertainment facilities.

Main Street, USA

The first theme park in Hong Kong Disneyland you might come across is 'Main Street, U.S.A.'. Entering Main Street, you will be amazed by the delicate buildings, dim gas lamp and Paddy Wagon passing by. Antique taxicabs, Railroad and the City Hall transports you back to America of the early 20th century. There are Chinese elements here too. Plaza Inn, the first Chinese restaurant in Main Street, complete with 19th Century Chinese table service. With the image of cartoon heroine Mulan everywhere, you come to the conclusion that Mulan is really at home now. Market House Bakery and Main Street Corner Cafe are also good places for you to enjoy. Linger in Emporium and Main Street Mercantile, having a look in The Curiosity Shop and Silhouette Shop, you will surely find timeless treasures.

Adventureland

If you feel courageous, try Adventureland. Guided by a brave captain, Jungle River Cruise will take you into the heart of hidden regions. Hippos, cobras, elephants, orangutans and startling jungle events are waiting for you in Hong Kong Disneyland. As an attraction originally conceived by Walt Disney fifty years ago, it has been given an entirely new appearance with exciting 21st century Disney magic especially for the one in Hong Kong! Festival of the Lion King will keep your eyes glued on the show. Adapted from Disney's animated classic 'The Lion King', this colorful pageant of music and dance is just like a classic music drama because of its consummate performers, costumes and exotic scenery. This is a show that will appeal to all ages. Traveling by raft in the Rivers of Adventure, you land at your destination: Tarzan Island. Exploring Tarzan Island and visiting Tarzan's Treehouse reminds you of the story of this human child raised by gorillas. After your travel to Tarzan Island, follow the rhythm of jungle drums to find the secret of Liki Tikis. Once you are in the circle, the refreshing blasts of water will surprise even the hardest explorer. Tahitian Terrace Restaurant and River View Cafe here will make you feel satisfied to dine in the jungle. You can even buy a jungle leaf in Professor Porter's Trading Post as a keepsake.

Fantasyland

Have you ever been touched by Cinderella's extraordinary story and Winnie the Pooh's adventures in the forest? Have you ever wanted to be a princess such as Snow White or Sleeping Beauty? Do you still remember the little Flying Elephant and Alice in Wonderland? Don't hesitate to come into Fantasyland in Hong Kong Disneyland. Cinderella Carrousel, The Many Adventures

of Winnie the Pooh, Sword in the Stone, Mad Hatter Tea Cups, Sleeping Beauty Castle, Dumbo the Flying Elephant and Snow White Grotto to make all your storybook dreams come true. You can also join Mickey Mouse, Donald Duck and many other friends at a dizzying 3-D attraction in Mickey's PhilharMagic. Wearing special glasses, you can lie on the magic carpet with Aladdin and smell the flavor of Donald Duck soup. Watch carefully and don't forget you are a part of the program; otherwise you might be sprinkled by the soup! The most fantastic place must be The Golden Mickeys at Disney's Storybook Theater. Adapting all the Disney classics into a 25-minute musical drama, mixing acrobatics and special effects, this will make you stop blinking. In the theater, Tarzan swings quickly on the rigging, just like the fan on the ceiling. When The Little Mermaid Ariel appears, the whole theater is submerged by bubbles descending from the ceiling; you really feel that you are at sea. Mulan practicing martial arts and traditional flag dances show the combination of eastern and western culture.

Tomorrowland

Leave the fairytale wonderland perfectly contented; you can step into Tomorrowland of Hong Kong Disneyland. Screaming in Space Mountain, you will have no time to appreciate the sparkling stars because of the exciting roller coaster. In Buzz Lightyear Astro Blasters, you can fly in your space capsule and fight against the aliens with your space gun. If you are weary of the breathtaking attractions, Orbitron is a good choice for you to fly above Tomorrowland and take a rest. After space traveling, take a break at Starliner Diner and Comet Cafe to enjoy some "earth" cuisine that you can not taste in outer space. Also, Space Traders and Star Command Suppliers will give you a chance to do some space shopping. Don't forget to watch the Grand Parade and Firework Play after a whole day's play!

Toy Story Land

The themed land makes use of characters from the Toy Story movies, that is why it is so named. It is sited in the west side of the park, behind Fantasyland. It is themed using bamboo to act as giant blades of grass surrounding the area.

Grizzly Gulch

The themed land reminisces an abandoned mining town called "Grizzly Gulch", set amidst mountains and woods.

Mystic Point

Mystic Point is set in an uncharted rain forest surrounded by mysterious forces and supernatural events. It features Mystic Manor, home of Lord Henry Mystic, a world traveler and adventurer and his mischievous monkey, Albert.

When night falls, you crash out at a choice of Disney Theme Hotels all with unparalleled accommodation. Whether you are at the Victorian style Disneyland Hotel or being a big star in Disney Hollywood Hotel, the magic of Disneyland can never stop!

3) Performance and Shows in Hong Kong Disneyland

In addition to the well-known classic Disney stories and recreation facilities, Hong Kong Disneyland has designed some Hong Kong local characteristic recreation facilities, entertainment and parade cruise which is to match up with Hong Kong's cultural characteristics.

The park features a daytime parade “Flights of Fantasy”, as well as a nighttime firework show “Disney in the Stars”, and the nighttime parade “Paint the Night”. Seasonal entertainment, such as “A Sparkling Christmas”, “Disney's Haunted Halloween”, and “Disney's Chinese New Year”, are held in the park to celebrate major holidays.

“Disney In The Stars” Fireworks

It is one of the most wonderful performance put on in Disneyland. Gaze at the splendor above Sleeping Beauty Castle, where breathtaking light and color sparkle to classic Disney music. The performance lasts approximately 12 minutes.

Location: Main Street, U.S.A. in Hong Kong Disneyland Park

“Disney Paint the Night” Nighttime Spectacular

Brighten up your night by watching this parade of pixie-dust infused light and color, and enhance it with your own “Mickey Magic Paint Brush!”. You can make some parade costumes change colors in real time when you wave your “Mickey Magic Paint Brush.” So when Disney Characters and dancers get close, the interaction takes on a whole new light! It lasts approximately 40 minutes.

Location: Main Street, U.S.A. in Hong Kong Disneyland Park

Flights of Fantasy Parade

Watch and cheer as Disney Characters join this sky-high celebration with music, dancing and excitement “in the air”. It lasts approximately 35 minutes.

Location: Main Street, U.S.A. in Hong Kong Disneyland Park

Come to the resort, you can find the golden past and the glorious future!

Task 1 游览香港迪士尼乐园景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Hong Kong Disneyland. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览香港迪士尼乐园的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Hong Kong Disneyland. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of wearing comfortable shoes, preparing band aids, anti-inflammatory tablets, carsickness medicine;
- 2) Suggest arranging the tour route in advance;
- 3) Remind tourists of sun protection, especially in summer; pay attention to antiskid when visiting in foggy and rainy weather.
- 4) Ask tourists to pay attention to children's security.

Task 3 香港迪士尼乐园概况讲解 (50%)

Directions: You are required to give your tourists a survey of Hong Kong Disneyland. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

27. 试题编号: 1-2-12 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境, 能用英语对参观上海中心大厦的整体安排、游览注意事项进行说明, 能运用导游讲解的基本方法和技巧用英语讲解上海中心大厦概况, 语言表达流畅、清晰、准确。

Background Information

1) Brief Introduction

Shanghai Tower is in Lujiazui Finance and Trade Zone of Pudong, with Shanghai World Financial Center to the east and Jin Mao Tower to the north. The tower ranks as China's tallest building and second only to the world at large. The foot print takes up 30,368 square meters (about 326,878 square feet) with floor space of about 576,000 square meters (about 6,200,012 square feet), with 5 basement levels, 127 floors above ground and 5 podium floors.

The Shanghai Tower (Chinese: 上海中心大厦; pinyin: Shàng hǎi Zhōng xīn Dà shà; literally: "Shanghai Centre Tower") is a 632-metre (2,073 ft), 128-story megatall skyscraper in Lujiazui, Pudong, Shanghai. It is the tallest of the world's first triple-adjacent super-tall buildings in Pudong, surpassing the Jin Mao Tower and the Shanghai World Financial Centre who stand near by it. And It is also the tallest building in China so far and the world's next to the Burj Khalifa Tower in Dubai and followed by the world third highest building Royal Clock Tower Hotel in Saudi Arabia. It also has the world's highest observation deck within a building or structure (Level 121, 561.25 m) and the world's fastest elevators at a top speed of 20.5 metres per second (74 km/h; 46 mph) with its underground parking lot capable to hold 2000 vehicles.



It was started to build in 2008 and finished in March 12th 2016. Shanghai Tower is a well spotted architecture in the Shanghai skyline viewing from the Bund.

2) Design Ideas and Why

American architectural SOM, KPF, Foster + Partners in Britain, Shanghai modern architectural design group and many famous architecture offices had participated in the design bidding of Shanghai Tower. In the end, the American architectural firm Gensler had won the competition with their dragon shape design concept. The SOM and the Chinese architect Jun Xia were the leading of the design team and the construction drawing was presented by the top class Chinese university Tongji University.

3) Structure

Shanghai Tower has two glass layers , one inside and one outside, the whole structure of this building is like one huge tube putting outside another. The inner tube is round shape and the outside tube is triangle shape. The space between the two glass layers is between 3ft and 33 ft (90 to 10 m), providing space for the air hall, and acting as a heat insulation layer similar to a hot water bottle to reduce the temperature control consumption of the whole building. Reducing the energy consumption of skyscrapers is not only conducive to protecting the environment, but also making the large-scale construction projects more economically affordable and practical.

Because Shanghai is on a inactive seismic belt and the construction site is in a river basin, a

firm foundation for this skyscraper is very important. To firm up the ground, engineers first put 980 foundation piles underground to a depth of 86 meters (282 feet), and then poured 61,000 cube meters (2.15 million cube feet) of concrete to set a 6-meter-thick (20-foot-thick) baseboard for anchoring the main building.

The exterior of the building spirals upward like a snake. It twists about one degree per floor to offset the wind effect on higher altitude. This is very important to a super tall building in Shanghai to withstand frequent typhoons.

4) Sections and Function Zones

Its tiered construction, designed for high energy efficiency, provides nine separate sections divided between office, retail and leisure use. There are 9 sections in the Shanghai Tower and each section has its own sky lobby and hall.

Section 1 from L1 to L5 is comprehensive conference rooms and retailer commercial counter.

Section 2 to section 6 occupying L8 to L81 are office sections with sky lobbies equipped in each section. Each two-level sky lobby serves as a community centre for that zone of the building, with such amenities as food and beverage and conference rooms.

Section 7 and 8 from L84 to L115 are hotel sections.

Section 9 occupying L118 to L121 is observation deck, functioning for Leisure & Dining & Bars

Basement Section: B1 to B2 is for commercial retailers & Underground entrance; B3 to B5 is for parking & engineering facilities.

Shanghai Tower Observation Deck

➤ Location: 118th Floor

➤ Height: 546 meters (1,791 ft)

For tourists, a Shanghai Tower visit would not be completed unless including a climb to the “Top of Shanghai Observatory”, which is the world’s highest indoor observation deck. From this height, one can enjoy a unique panoramic view of the Huangpu River, the Bund on the west, and several other skyscrapers like the Jin Mao Tower and the World Financial Center on the east bank. Tourists are recommended to visit the exhibition hall on floor B1 first, and then take the express elevator to the 118th floor directly within only 55 seconds. At last, see the exhibition of 'Shanghai Eye' on the 125th and 126th floors if time permits.



The tower is able to accommodate as many as 16,000 people on a daily basis.

5) Innovations in Design

Shanghai Tower distorts about 1 degree at each floor as the building increases its height. This unique design specifically can reduce the wind force against high architectures. When the wind surrounds the building, the vortex shedding effect will cause the skyscrapers to shake violently. After a wind test on a proportional reduction model, it turned out that this design can reduce wind force by 24%, which is crucial for high architectures in a coastal city like Shanghai, where its buildings are often tested by typhoon.

The outside glass layer is well protected: the first protection is using ultra clear glass as its glass material, because compare to the standard toughened glass, the self-explosive rate of ultra

clear glass is nearly zero.

Second protection - glue material is added in the glass making, therefore even if the glass is broken under a severe hammer test, all the pieces can be firmly attached to the glue and will not fall to the ground.

At the same time, the space between the two glass layers becomes a temperature buffer, in doing so, it avoids the heat exchange directly between inside and outside. Moreover, this two-layer design had also significantly reduced the energy consumption in temperature control of this building. It just takes about 50% of that if this is a single layer glass building.

6) Vertical Transportation System

Shanghai Tower has 106 elevators installed in the architecture and among which 7 are double-deck elevators and 3 are high-speed shuttle elevators—the world fastest elevator by far surpassing that in the Burj Khalifa. These three ultra-high speed shuttle elevators serving the observation deck at the top of the tower are capable of travelling at 1,080 metres (3,540ft) per minute (64.8 kilometres (40.3mi) per hour), the highest speed ever attained by a passenger elevator installed in a functioning building. The building also broke the record for the world's furthest-travelling single elevator, at 578.5 metres (1,898ft). Travelling at 18 meters per second, these high-speed elevators can reach the observation deck on 119th floor in 55 seconds and reach down to the ground floor at 10 meters per second in 70 seconds.

The vertical transportation system for Shanghai Tower was designed by an American consultant, Edgett Williams Consulting Group with Principal Steve Edgett as primary consultant. They worked closely with Gensler's design and technical teams and created a highly efficient core system for this building. Japanese giant Mitsubishi Electric Corp. won the contract of constructing the Shanghai Tower's elevator system.

7) How to get to Shanghai Tower

By Metro:

Take Metro Line 2 and get off at Lujiazui Station. Get out from Exit 6 and walk 500 meters (550 yards) south.

By Bus:

1. Take City Sightseeing Bus Line 2 and get off at Jin Mao Tower.

2. Take bus 583, 799, 939, or Lujiazui Financial City Line 2 and get off at Huayuan Shiqiaolu Dongtailu Station.

3. Take bus 791, 870, 961, 985 or Lujiazui Financial City Loop Line to Lujiazui Huanlu Dongtailu Station and then walk there.

By Ferry:

Take ferry Dongjin Line or Dongfu Line and get off at Dongchang Road, then walk to the skyscraper.

Shanghai Tower Price for the Observation Deck	Adult: CNY 180 Children between 1 and 1.4 meters (3.3 and 4.6 feet): CNY 90 Free for children under 1 meter.
Opening Hours	8:30 - 22:00; ticket sale stops at 21:30

Task 1 游览上海中心大厦景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Shanghai Tower. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览上海中心大厦的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Shanghai Tower. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of preparing telescope if necessary;
- 2) Suggest keeping the environment clean;
- 3) Remind tourists of avoiding climbing over the railings;
- 4) Ask tourists to pay attention to property security.

Task 3 上海中心大厦概况讲解 (50%)

Directions: You are required to give your tourists a survey of Shanghai Tower. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，敬业爱岗，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	

	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

28. 试题编号: 1-2-13 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境, 能用英语对参观哈尔滨冰雪节的整体安排、游览注意事项进行说明, 能运用导游讲解的基本方法和技巧用英语讲解哈尔滨冰雪节概况, 语言表达流畅、清晰、准确。

Background Information

1) Harbin Ice Festival Facts

Established in: 1985

Opening Time: early January – March

Venues: Sun Island, Ice and Snow World and Zhaolin Park

Harbin Ice Festival, also known as Harbin Ice and Snow Festival, is China's original and greatest ice artwork festival, attracting hundreds of thousands of local people and visitors from all over the world.

The 37th session of the festival will be held from November 2020 to April 2021. The best collections of ice artworks will be mainly exhibited in the following venues:

- Ice Lantern Garden (Chinese:冰灯游园会) in Zhaolin Park
- Great Snow and Ice World (Ice and Snow Disney Park, 冰雪大世界) by the Songhua River
- Snow Sculpture Exposition (Chinese:雪雕艺术博览会) in the Sun Island Park
- Large-scale Ice Sculpture Exhibition (Chinese:大型冰雕展) in Stalin Park

2) History of Harbin Ice Festival

The city's location in northeast China accounts for its arctic climate which provides abundant natural ice and snow. Subsequently, the "Ice City" of Harbin is recognized as the cradle of ice and snow art in China and is famous for its exquisite and artistic ice and snow sculptures. Harbin Ice Festival is the first international festival of China that themed at the ice and snow activities, which annually starts from the fifth day of January, and last for over one month generally ends at the end of February, depending on the weather and activities of the year. The first Ice Festival was held in 1985 based on the Ice Lantern Festival which was annually held in Zhaolin Park from 1963.

The first Ice lanterns were a winter-time tradition in northeast China. During the Qing Dynasty (1644 - 1911), the local peasants and fishermen often made and used ice lanterns as jack-lights during the winter months. At that time these were made simply by pouring water into a

bucket that was then put out in the open to freeze. It was then gently warmed before the water froze completely so that the bucket-shaped ice could be pulled out. A hole was chiseled in the top and the water remaining inside poured out creating a hollow vessel. A candle was then placed inside resulting in a windproof lantern that gained great popularity in the region around the city.

From then on, people made ice lanterns and put them outside their houses or gave them to children to play with during some of the traditional festivals. Thus the ice lantern began its long history of development. With novel changes and immense advancement in techniques, today we can marvel at the various delicate and artistic ice lanterns on display.

The opening ceremony of Harbin Ice Festival is held on January 5th, while the celebrations often begin from the end of December. It is a festival very popular with people not only for the featured activities of art, sports, food, tourism and exhibits that all related to ice and snow, it is also a carnival with festivals in festival; the grand traditional celebrations for Spring festival and Lantern Festival, the New Year celebration and the skiing festival are all happen during the same period adding a great deal of joy and happiness to the ice festival, which has won great reputation around the world that attracting more and more people to join in year by year.

3) Today's Ice Lantern

Nowadays, ice lantern in broad sense refers to a series of plastic arts using ice and snow as raw material combining ice artworks with colored lights and splendid music. The specific patterns of ice lantern include sculptures, ice flowers, ice architectures and so on.

Today, Harbin Ice and Snow Festival is not only an exposition of ice and snow art, but also an annual cultural event for international exchange. Every year, there are many ice sculpture experts, artists and fans from America, Canada, Japan, Singapore, Russia, China, etc. gathering in this city to participate ice sculpting competitions and to communicate with each other in the ice and snow world. Also, Harbin ice lanterns have been exhibited in most of China's main cities as well as in many countries in Asia, Europe, North America, Africa and Oceania. For more than 40 years, the city's local natural resource of ice and snow has been fully explored to provide joy and fun for visitors to the city. Now during the festival, many sporting competitions are also popular including ice-skating, sledding and so on. Weddings, parties and other entertainments are now very much a feature of this ice world, adding their own contribution to the celebrations of this great festival of art, culture, sports and tourism.

4) Three Major Venues

A. Sun Island

It is the site of the Snow Sculpture Exposition displaying a wonderful snow world. It has the world's largest indoor ice and snow art museum and it opens to the public from November every year.

Admission Fee	Snow Sculpture Exposition: CNY 330 for adults CNY 165 for children between 1.2-1.4m (3.9 and 4.6 feet) Free for children under 1.2m Other time: CNY 30 (just admission fee)
Expo Opening Time	Late Dec. 2020 to the end of Feb., 2021
Operating Hours during the Expo	08:00-17:00
Transportation	1. Take bus 29, 47, 80, 119, 125, 126, 127, 211, 212, 213, or 215, and get off at Taiyangdao Daokou (Sun Island Crossing) Station. Harbin Bus Search 2. Take the cable car over the Songhua River directly to the scenic area.

B. Ice and Snow World

It came into being in 1999 and is one of the world's largest ice architecture parks. The inspiration for the ice and snow sculptures is usually derived from traditional Chinese fairy tales or world famous architectures such as the Great Wall, the Egyptian Pyramids, etc.

Admission Fee	CNY 330 for adults CNY 200 for children between 1.2-1.4m Free for children under 1.2m
Opening Time	Late December 2020 to March 2021

Operating Hours	11:00-21:30 (The lights are on from 16:30)
Transportation	Take bus 29, 47, 80, 119, 125, 126, or 127 to Bingxue Dashijie (Ice and Snow World) directly.

C. Zhaolin Park

It is a “must see” during the Harbin Ice Festival because it has a traditional program that shows the most excellent ice lanterns. With water, lights and the natural ice from the Songhua River running through this city as the material, the ice lanterns are made by freezing water, piling up ice or snow, then carving, enchasing, decorating, etc. The Ice Lantern Garden Party has been held here annually since 1963. There are numerous pieces of ice artworks in the park arranged in groups according to different themes depicting Chinese classic masterworks, European folktales and customs and so on. A great variety of objects such as buildings, gardens, flowers, waterfalls, European-styled churches, lions, tigers, dragons are carved from ice. In the daytime, the ice sculptures are magnificent and verisimilitude. Moreover, with the interspersion of the sparkling colored lights embedded in the sculptures at night, the park becomes a glorious and amazing ice world.

Admission Fee	During the festival: CNY 150 per adult; free for children under 1.2m Other time: Free
Ice Lantern Garden Opening Time	Dec. 30, 2020 to Feb., 2021
Operating Hours during the Festival	10:00-21:00

Transportation	Take bus 8, 23, 29, 52, 53, 83, 114, 132, 136, 201 or 206, and get off at Zhaolin Gongyuan (Zhaolin Park) Station. Harbin Bus Search

5) The 37th Harbin Ice Festival Highlights (2021)

It is expected to start from November 2020 to April 2021, covering three important Chinese festivals – New Year's Day, Chinese New Year and Lantern Festival. A variety of activities about ice and snow, concerning tourism, culture, fashion, the economy and trade and sports, will welcome all tourists. People can enjoy beautiful ice sculptures and snow arts in the Sun Island Scenic Area, Ice and Snow World, Zhaolin Park and Central Street. In addition, St. Sophia Church, Harbin Polarland and Songhua River are also worth a visit during the festival.

☆ 2020 - 2021 activities schedule for your reference:

Activity	Dates	Place
The 27th National Snow Sculpture Competition	Dec. 23~28, 2020	Sun Island Snow Expo
The 34th International Snow Sculpture Art Expo	Dec. 23, 2020~ Feb., 2021	Sun Island
The 13th International College Students Snow Sculpture Competition	Jan. 4~7, 2021	Harbin Engineering University
The 35th International Ice Sculpture Competition	Jan. 6~8, 2021	Zhaolin Park
The 37th Ice Festival City Circuit Procession	Jan. 5, 2021	Harbin Expo Center to Ice and Snow World
The 37th Harbin Ice Festival Opening Ceremony	Jan. 5, 2021	Harbin Expo Center
The 37th Harbin Ice Snow Group Wedding Ceremony	Jan. 5, 2021	Sun Island
The 32nd Hundred-Flower Dance Contest of senior people	Jan. 13, 2021	People's Stadium
2021 New Year Concert	Dec. 31, 2020	City Concert Hall
2021 International Children Art Variety Tournament	Jan. 5~10, 2021	Harbin Youth Theater
2021 International Winter Swimming Game	Jan.1~5, 2021	Harbin Ice Festival Swimming Venue
Songhua River Ice Snow Happy Valley	Jan. 1~Feb. 5, 2021	Songhua River

The 27th International Snow Sculpture Competition	Jan. 10~13, 2021	Sun Island
36th Harbin Ice Festival International Trade Fair	Jan. 5~8, 2021	Harbin Expo Center
10th Central Street Ice Sculpture Art and Culture Festival	Dec. 25, 2020~Feb., 2021	Central Street

Task 1 游览哈尔滨冰雪节景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Harbin Ice Festival. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the departure time.

Task 2 游览哈尔滨冰雪节的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Harbin Ice Festival. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of keeping warm;
- 2) Suggest keeping the environment clean;
- 3) Remind tourists of preventing slipping;
- 4) Ask tourists to pay attention to stay away from loose ice brick.

Task 3 哈尔滨冰雪节概况讲解 (50%)

Directions: You are required to give your tourists a survey of Harbin Ice Festival. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备

工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分，信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确，声音洪亮计 10 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		20	导游讲解方法和技巧运用恰当，景点概况词汇、句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 20 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求，信息点完整计 10 分，信息点每缺失一处扣 1 分。	

29. 试题编号: 1-2-14 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境,能用英语对参观三亚的整体安排、游览注意事项进行说明,能运用导游讲解的基本方法和技巧用英语讲解三亚概况,语言表达流畅、清晰、准确。

Background Information

1) Sanya Facts

Chinese Name: 三亚 (sān yǎ)

Population: 614,647

Area: Land Area: 1,921 square kilometers (742 square miles); Sea Area: 3,500 square kilometers (1351 square miles)

Location: in the south of Hainan Province, southern China

Administrative Division: 4 districts (Haitang, Jiyang, Tianya, Yazhou)

2) Known as the “Hawaii of China”

Sanya is located in the south end of Hainan Island, adjacent to Lingshui County on the east, Ledong County on the west, Baoting County on the north and the South China Sea to the south. Sanya is the only city in China that can enjoy the tropical rainforest and ocean scenery at the same time. Surrounded by mountains on three sides, Sanya presents integrated beautiful sceneries of beaches, seas, mountains and rivers. Many hills also provide a commanding point for overlooking this city. Besides, the sea water is clear with high visibility and moderate water temperature, which is suitable for swimming all year round. Numerous egrets live in the evergreen mangroves on both sides of two rivers in the west and east of urban Sanya. All the above make Sanya a paradise for habitation, tourism and vacation.

3) Hainan 30-Day Visa-Free Access

Citizen from 59 qualifying nations is exempted from Chinese visa if he or she is received by a travel agencies in Hainan Province and has 30 days visa-free entry to Hainan.

4) Attractions

For most travelers, Sanya is a noted tourist resort with mountains, rivers and the best seaview. The favorable climate is hot in summer but warm in the three other seasons so attracting large numbers of followers from both home and abroad every year. The whole city is related to the

sea. Here you can enjoy a unique tropical oceanic landscape that is totally different from the other provinces of China. **Sanya Bay, Dadonghai, Haitang Bay** and **Yalong Bay** all golden seaboards of Sanya, are some of the first choices for visitors to spend their holidays. Instead of a busy and exhausting journey, you can relax totally here by strolling along the beaches and breathing the fresh air. If you are an enthusiast of exciting water activities, **Wuzhizhou Island** is your place to challenge the mysterious and changing sea. Additionally more than 20 ethnic groups including Han, Li, Miao, Hui inhabit there becoming a wonderful place to appreciate the various cultures of China. In **Binglanggu Li & Miao Cultural Heritage Park** and **Yanoda Rainforest Cultural Tourism Zone**, you can fully experience local ethnic customs.

Sanya Bay

Sanya Bay, along with the Yalong Bay and Dadonghai, is an ideal place for vacationing and leisure in Sanya Hainan. The bay is surrounded by beautiful tropical scenery and a never-ending view of the sea. The crystal clear blue sea stretches to the edge of the sky, while the waves lap the soft white sand.

Lying to the west of the city center, it boasts the longest coastline, stretching as long as 14 miles (about 20 kilometers). The bay can be divided into three parts, the eastern part is the Sightseeing Zone with the long Coconut Dream Corridor, the middle part is the Outdoor Bathing Zone, and the western part is the Leisure and Pleasure Zone with a variety of hotels. With convenient transport, long coastline, and stunning sunset scenery, Sanya Bay leaves visitors with beautiful memories.

Wuzhizhou Island

Wuzhizhou Island, in Haitang Bay, has an area of some 148 hectares (366 acres). With an irregular butterfly-like shape and a total coastline of 5.7 km (3.5 miles), the island is about 38 km (24 miles) north-east of Sanya City.

The island was known as Guqizhou Island in ancient times and the earliest records date from the Qing Dynasty (1644-1911), when a temple was built to commemorate the originator of Chinese characters, Cang Jie. Following the Qing Government's fall from power, the villagers rebuilt the temple to honor the Goddess Matsu, who bestowed good fortune on the local fishermen. From 1949 this island became an important strategic defense zone. However, from the 1990s, the

island began to enjoy a completely new role as a romantic place for holiday and leisure.

As Wuzhizhou Island is in a tropical marine zone, the climate is temperate and pleasant all year round. It is an ideal place for vacation, winter swimming as well as entertainment. There are over 2,700 plant varieties on the island, including the tall trees and dense bushes. The eastern and southern parts of the island are hilly and two high mountains connect to form a peak about 79.9 meters (262 feet) high. In the west and north, the terrain is level. Soft white sand stretches as far as the eye can see beside a crystal clear blue sea, where protected coral reefs are rich in conches, sea urchins, sea cucumbers and tropical fishes of various colors.

Binglanggu Li & Miao Cultural Heritage Park

Located at the boundary between downtown Sanya City and Baoting County, the Hainan Binglanggu Li & Miao Cultural Heritage Park is also known as Binglanggu Valley or Betelnut Valley. Thousands of tall and straight betel trees stretch miles along the valley and in this sea of betel trees hides an appealing attraction - the Binglanggu Valley. That's also how it gets this beautiful name. With rich intangible cultural heritages and tropical landscapes, it is acclaimed as a living fossil that manifests fully the culture of Hainan Island.

The Cultural Heritage Village, Ganza Li Village and Miao Village fascinate visitors with their own distinct features. Follow three different itineraries and you will meet these three villages.

Yanoda Rainforest Cultural Tourism Zone

Yanoda Rainforest Cultural Tourism Zone, which lies at 18° N in Sanya, Hainan Island, yields tropical landscapes and fruits. Characterized by tropical rain forests, serene valleys, waterfalls and springs, and herbal SPA, it is an ideal place to escape to. It is a summer resort that makes one pleasantly cool. Yanoda Rainforest is where visitors breathe fresh air, go camping and stream trekking, and experience local Li Nation hospitality. Its name "Yanoda", which means "one, two, three" in local dialect but means "Hello" locally, evokes an imagery of a beautiful place populated by happy and friendly people.

In 18 square miles (45 square kilometers), the tourism zone consists of Dream Valley and Rainforest Valley.

Dream Valley

Take the shuttle bus and about ten minutes later you will arrive at Dream Valley, a world of waterfalls of which Yingbin Waterfall, Tianmen Waterfall, and Lian'en Waterfall are the largest. It

has unique geographical structure, abundant medicinal materials and rocks arranged in different shapes. Treading on the flagstone road, among waterfalls pouring down and eyeful picturesque landscapes, visitors are given a treat.

With interesting sports activities, Dream Valley allows for group participation. If you come with a bunch of strong and energetic friends, Stream Trekking is a good choice. Put on straw sandals and helmet then you can get started. It is a challenging activity that consists of crawling under a net without wetting clothing, walking on a net over the water, walking on the balance beam and climbing against pouring waterfall. It calls for not only strength and courage but also teamwork and cooperation, which makes the excursion to Yanoda Rainforest Cultural Tourism Zone worthwhile.

Rainforest Valley

There is no doubt that in Rainforest Valley you will see rain forest plants such as towering banyans, big Lingzhi mushrooms, upas trees, and sugar palms. With a profusion of trees blotting out sky and sunshine, Rainforest Valley is a natural oxygen bar. There are so many attractions that your trip is well worthwhile. Chinese Rock is a rock with the pattern of Chinese land mass on it. What astonishes tourists is that the pattern is formed by nature over the years. Tong Pavilion is surrounded by Ormosia Hosiei whose fruits symbolize missing the one you love. Over thirty kinds of orchids are identifiable in Orchid Pavilion. And Waailu Sea Watching Platform commands a great view of the surging sea stretching as far as eye can see.

If time permits, you can camp in Rainforest Valley, where evening barbecue and folk dancing are regular. Early risers will spot the sun as it rises. Computer game lovers can play real CS in the rain forest in combat fatigues. And adventurous visitors simply have to try Rainforest Zip-line, which is 745 yards (680m) long from Sightseeing Stand to Tong Pavilion. During two-minute breathtaking soaring one gets a bird's view of the splendid rain forest.

Apart from these stunning natural landscapes and thrilling outdoor activities, there are orchards with almost every kind of tropical fruit you desire, an aquarium of colorful fishes, and stage performances of the Li Nation's folk arts.

5) Sanya Travel Tips

6) Dining: Sanya's abundant, pollution-free seafood resources are attributed to the bounteous South Sea which encircles this city. Abalone, sea cucumbers and sea urchins are three

kinds of local rare seafood. In addition, shrimps, crabs, fresh fish, trumpet shells and other exotic foods are common dishes served in any star-rated and common restaurant in Sanya. Fresh is the most accurate word to describe the local seafood.

Shopping: Along with its bright sunshine, Sanya can bring you an adventure in shopping. Surrounded by blue water on three sides, the city teems with a multitude of sea products that make wonderful souvenirs and gifts for friends and relatives. Fresh seafood sold at a reasonable price is a most attractive purchase for visitors from both China and abroad. You can also buy pretty decorations and handicrafts made of shells or trumpet shells: a gift from the sea. Perhaps, however, it is more diverting to pick up some unique shells and trumpet shells along the local beautiful beaches by yourself.

Nightlife: Owing to the local tropical climate, most of the locals' activities takes place after dusk. Therefore, experiencing Sanya's nightlife is the best way for you to participate in the local life. There are nightclubs where you could feel the vigor of this newly emerged tourist city. Generally, these clubs are in star-rated hotels. For example, Lidu Night Club of Sanya Maintint Hotel and Huangchao Night Club of Sanya Guoxi Hotel are two popular places for nightlife. If you want a quiet place to enjoy the night beauty of this city, the Coffee Time Western Food Restaurant is recommended. Located in the Lanhai Garden of Bin Hai Road, it is a lovely place to enjoy the sea while sipping a cup of exotic coffee. Besides these, some beachside hotels have charming barbecues.

Where to Stay: As one of the most popular tourism cities in China, Sanya has over 4,000 hotels welcoming tourists from all over the world. These hotels mainly gather in six areas, including Sanya Bay, Sanya Downtown, Yalong Bay, Haitang Bay, Dadonghai Beach and Clear Water Bay. Where to stay in Sanya? Generally speaking, hotels in Sanya downtown and Dadonghai Beach are relatively economical, and hotels in Yalong Bay and Haitang Bay with exclusive beaches cost more.

Task 1 游览三亚景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Sanya. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the

departure time.

Task 2 游览三亚的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Sanya. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of preparing band aids, anti-inflammatory tablets, carsickness medicine;
- 2) Suggest eating seafood and tropical with appropriate amount;
- 3) Remind tourists of sun protection;
- 4) Ask tourists to pay attention to choose a suitable hotel and enjoy the local life.

Task 3 三亚概况讲解 (50%)

Directions: You are required to give your tourists a survey of Sanya. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达到 LB/T 014—2011 旅游景区讲解服务规范要求。	

	操作规范	10	熟悉 Office 办公软件,具备使用办公设备的能力,操作规范。工作场地脏乱差、严重违反考场纪律,造成恶劣影响的,本项计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确,声音洪亮计 8 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 8 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求,信息点完整计 8 分,信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确,声音洪亮计 5 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子,语法使用正确,条理清晰计 6 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求,信息点完整计 5 分,信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确,声音洪亮计 10 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		20	导游讲解方法和技巧运用恰当,景点概况词汇、句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 20 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求,信息点完整计 10 分,信息点每缺失一处扣 1 分。	

30.试题编号：1-2-15 景点导览

(1) 任务描述

根据所给考题信息以及景点讲解工作情境，能用英语对参观少林寺的整体安排、游览注意事项进行说明，能运用导游讲解的基本方法和技巧用英语讲解少林寺概况，语言表达流畅、清晰、准确。

Background Information

1) Shaolin Temple Facts

Chinese name: 少林寺 (Shaolin Si)

Location: at the southern foot of Mount Song, 13 km northwest of Dengfeng City, Zhengzhou City, Henan Province.

Ticket: CNY100 (extra CNY60 for a round-trip cable car).

Opening time: 08:00-17:00.

How to get there:

- Depart from Luoyang (洛阳): take tourist coach to Shaolin Temple (less than 2 hours) at the east of the Luoyang train station;
- Depart from Zhengzhou (郑州): take a coach to Deng Feng (登封)(about 2 hours) at the bus station on the opposite of Zhengzhou train station, and then transfer minibus to Shaolin Temple (about half an hour).

Best time for visit: in spring and autumn.

Recommended food in Shaolin Temple: Shaolin cookies (少林素饼), and Mt. Song mustard (嵩山芥菜).

2) Introduction to Shaolin Temple

Inscribed as a key national Buddhism monastery in 1983, Shaolin Temple, or Shaolin Monastery of Zhengzhou enjoys a great reputation for over 1000 years since Tang Dynasty (618-907). It is the birthplace for both the famous Martial Arts of Shaolin and the Chan sect of Chinese Buddhism. Approved as a 5A tourist attraction in 2007, the Shaolin Temple set a background against a Wuru Peak, and enjoys a natural barrier by right of surrounded multipeaked mountains and beautiful sceneries. The temple is so named as Shaolin just because it is seated in the hinterland of Shaoshi Mount, and hides in the thick forest (called as Lin in Chinese). A renowned temple in China with a history of over 1500 years, Shaolin Temple additionally boasts

for 11 historical architectures which are world cultural heritages approved by UNESCO. One can see wild flowers and pines on the mountain. With birds singing and a brook spattering, a beautiful scene full of life and vitality is revealed to the visitors.

3) Main architectures in the Shaolin Temple

Shanmen (Gate of the temple)

It was built in 1735 and renovated in 1974; the overall structure of the gate is in great harmony with two symmetrical stone honorific arches and each with characters to praise the Buddhism, Chan or the temple. On the top of the Shanmen is a horizontal board with the name of the temple, which was inscribed by Emperor Kangxi of Qing Dynasty (1644-1911) with his seal sign in the middle. By the two sides in front of the gate are two stone lions made in Qing Dynasty.

The Hall of heavenly Kings

Located at the end of the forest of steles, the hall got its name from the four enshrined heavenly kings in it. The hall is tranquilly with red walls and green tiles, archways and paintings as well as two statues of Buddha's warriors. From the Shanmen to the Hall of Heavenly Kings, it is a long paved path with green pines, verdant cypresses and steles on both sides. Apart from these 20 steles, in the east of the path, a galley exhibits other over 100 steles which were built from Tang Dynasty to Qing Dynasty.

Mahavira Hall

It is the center for main activities of Shaolin Temple, and regarded as the Three Halls together with the Hall of Heavenly Kings and Classics Hall. The original hall was destroyed in 1928 in wars, and the present one was built in 1986. This hall is home to statues of Sakyamuni, Bhaisajyaguru and Amitabha. In the center of the hall is the inscription given by Emperor Kangxi, at the back of the screen is a Avalokiteshvara statue, and at its two sides are the eighteen disciples of the Buddha. The whole architecture was built in rational construction, present as imposing and majestic.

Bell Tower and Drum Tower

Located at two sides of Mahavira Hall respectively, the eastern one is the Bell Tower and the western is the Drum Tower. Both are 4-stoery buildings with ingenious shape but towering and magnificent. Previous towers were also ruined due to the war in 1928, and present buildings are built respectively in 1994 and 1996 in accordance with their former appearance.

Lixue Hall

It was built in Ming Dynasty and renovated in 1980. In legendary, it is the site that the second ancestor of Chan named Huike broke his arm and stood in snow field to beg for an impartment from Bodhidharma. The enshrined bronze sitting Bodhidharma in the pavilion was made in 1531 and the horizontal board above was inscribed by Emperor Qianlong of Qing Dynasty. Today, the hall is the site for daily Buddhist activities.

Thousand-Buddha Hall

Standing behind the Lixue Hall, it is the backmost hall of Shaolin Temple. The murals in it are special famous with beautiful colors and harmony composition, representing the top level painting of Tang Dynasty. In this hall, bronze Bharhut and white marble Sakyamuni are also enshrined.

Abbot Room

It is the room of abbot for both daily life and works. It was once the bedroom for Emperor Qianlong during his short stays in Shaolin Temple. In the room, there is a bronze Bodhidharma and a bronze Maitreya. A painting on the wall is a rare art treasure which portrays vivid image with fine and smooth lines.

4) Rich cultural relics and the Forest of Towers

Historical and cultural relics in Shaolin Temple are rich; there are over 500 murals made in Ming Dynasty and valuable steles and stone inscriptions. Most important steles and stone inscriptions in the temple are the ones gave by the Emperor Taizong (599-649) and Emperor Wuzetian (624-705, the only female emperor in Chinese history) of Tang Dynasty.

The forest of towers is located in the west of Shaolin Temple at the foot of a hill. Covering about 20 000 square meters, it is the existing largest one in China. There are over 230 towers in the forest of towers which were built from Tang Dynasty (618-907) to Qing Dynasty (1644-1911). These ancient towers are tombs of eminent monks from Shaolin Temple of various dynasties. Though in diverse styles as built in different times, they are all graceful in shape and made with exquisite skills. Most tower inscriptions refer to the martial arts of Shaolin and the cultural exchange between China and other countries in ancient society. With the earliest one built in 791, the forest of towers of Shaolin Temple was approved a key cultural site protected under the state and was included into the largest ancient towers complex list by World Record Association.

5) Martial Art of Shaolin

Martial arts of Shaolin, or Shaolin Kungfu is the first should be mentioned as well as the largest school among Chinese Kungfus with its over 700 kinds of series of skills. World known for superb skills, the word Shaolin is also the symbol of traditional martial arts of Chinese nation.

It is a Shaolin Kungfu Hall beside the gate of the temple that provides free Shaolin Kungfu shows every afternoon.

Shaolin Kungfu is an integrated one with famous top 72 unique skills, and kinds of Chinese boxing, cudgel play, spearplay, sabreplay, and swordsmanship.

The main idea of Shaolin Kungfu is the combination of Chan and martial arts, with the understanding of Chan the primary point. According to Shaolin Kungfu practitioners, Shaolin monks practice the martial arts to get better concentration and meditation in minds as well as win a stronger body and a prolonged life. A comprehensive system developed for over one thousand years, the martial arts and Chan theory of Shaolin Kungfu have well incorporated, which is the feature that make the Shaolin Kungfu greatly different from other Kungfu schools that are only emphasize on martial arts itself.

6) Ancestor's Monastery & the Second Ancestor's Monastery

Outside the Shaolin Temple we continue walking to the northwest, and then we will take a look at two monasteries, named the Ancestor's Monastery and the Second Ancestor's Monastery. The first monastery is built by a Dharma's disciple to commemorate Dharma's nine years of meditation in a cave. It has a big hall supported by 16 stone pillars on whose shafts are exquisitely carved warriors, dancing dragons and phoenixes. The second monastery is a nursing home of the second ancestor Huike who cut his left arm in order to show his sincerity to study Buddhism from Dharma. In front of the monastery are four springs created by Dharma to help Huike to fetch water easily. They are called "Spring Zhuoxi" and each has its own distinctive flavor.

Task 1 游览少林寺景点的整体安排说明 (30%)

Directions: You are required to walk tourists through the general arrangement for touring Shaolin Temple. Your presentation should be completed within 3~5 minutes based on the background information.

The following aspects should be included in your speech:

Indicate the sequence of the tour, the time arrangement of the tour, the main scenic spots and the

departure time.

Task 2 游览少林寺的注意事项说明 (20%)

Directions: You are required to walk tourists through some considerations while visiting Shaolin Temple. Your presentation should be completed within 2~3 minutes based on the background information.

The following aspects should be included in your speech:

- 1) Remind tourists of avoiding taking a picture carelessly;
- 2) Suggest speaking quietly and wearing suitable clothes;
- 3) Remind tourists of avoiding improper address;
- 4) Ask tourists to pay attention to Buddhist rituals.

Task 3 少林寺概况讲解 (50%)

Directions: You are required to give your tourists a survey of Shaolin Temple. Your presentation should be completed within 5~7 minutes based on the background information.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室：机房教室若干间，照明、通风良好	必备
	面试教室：多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间：90分钟。其中面试时间15分钟，口试准备75分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求	职业素养	10	具有爱国主义意识，职业道德信念强，尽职尽责，具备英语导游基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有洞察和判断游客心理的能力，妆容得体大方，热情真诚礼貌，耐心细致周到，举止文明大方，讲解服务达	

20%			到 LB/T 014—2011 旅游景区讲解服务规范要求。	
	操作规范	10	熟悉 Office 办公软件,具备使用办公设备的能力,操作规范。工作场地脏乱差、严重违反考场纪律,造成恶劣影响的,本项目计 0 分。	
技能要求 80%	景点游览整体安排说明 24 分	8	语音语调基本正确,声音洪亮计 8 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		8	游览景点词汇和行程安排句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 8 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求,信息点完整计 8 分,信息点每缺失一处扣 1 分。	
	游览注意事项说明 16 分	5	语音语调基本正确,声音洪亮计 5 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		6	根据题目注意事项提示组织完整通顺句子,语法使用正确,条理清晰计 6 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求,信息点完整计 5 分,信息点每缺失一处扣 1 分。	
	景点讲解 40 分	10	语音语调基本正确,声音洪亮计 10 分;语音语调不准确,每处扣 0.5 分。	口头表达少于 2 句,本题计 0 分。
		20	导游讲解方法和技巧运用恰当,景点概况词汇、句型运用熟练、恰当,句子完整通顺,语法使用正确,条理清晰计 20 分;单词、句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	
		10	理解题目要求,信息点完整计 10 分,信息点每缺失一处扣 1 分。	

二、出境领队岗位模块

1. 试题编号：2-1-1 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Seven Days' Tour—Los Angeles, San Diego, Barstow and Las Vegas

Dates	Destinations	Activities & Hotels	Meals Included
Oct. 25 th , 2021	Jinan->Los Angeles	Activities: Fly to Los Angeles (Flight:3U8699; Time: 13:55-20:40). Hotels: La Quinta Inn & Suites LAX (Address: 5249 West Century Boulevard, Los Angeles, CA 90045, USA)	D
Oct. 26 th , 2021	Los Angeles- > San Diego ->Los Angeles	Activities: Visit Santiago port, Victory Kiss, USS Midway Museum and Balboa Park. Hotels: La Quinta Inn & Suites LAX	B, L, D
Oct. 27 th , 2021	Los Angeles	Activities: Visit Hollywood Walk of Fame, TCL Chinese Theatre, Dolby Theatre, and Universal Studios Hollywood. Hotels: La Quinta Inn & Suites LAX	B, L, D
Oct. 28 th , 2021	Los Angeles-> Barstow->Las Vegas	Activities: Visit Outlets at Barstow. Hotels: Embassy Suites by Hilton Convention Center Las Vegas (Address: 3600 Paradise Road, Las Vegas, NV 89169, USA)	B, L, D
Oct. 29 th , 2021	Las Vegas	Activities: Visit Grand Canyon. Hotels: Embassy Suites by Hilton Convention Center Las Vegas	B, L, D
Oct. 30 th , 2021	Las Vegas-> Los Angeles	Activities: Visit Beverly Hills and Farmers Market. Hotels: Holiday Inn Los Angeles - LAX Airport (Address: 9901 South La Cienega Boulevard, Los Angeles, CA 90045, USA)	B, L, D

Oct. 31 st , 2021	Los Angeles-> Jinan	Activities: Check out the hotel and fly to Jinan. (Flight: 3U8700; Time: 00:55-06:00+1)	
Remarks Sponsor travel service: China Youth Travel Service Local travel service: Ctour Holiday Ltd Destinations: Los Angeles, San Diego, Barstow and Las Vegas Period: Oct. 25 th , 2021- Oct. 31 st , 2021 Tourist number: 12 tourists (7 males; 5 females)			

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking twelve Chinese tourists back to China at Los Angeles International Airport. Now you are looking at the picture below to find your boarding gate.

 DEPARTURES				
Time	Flight	Destination	Gate	Remarks
10:45	XZ 3265	Madrid	17	Departed
10:50	SQ 0972	Amsterdam	23	Departed
11:00	SQ 2509	Mexico City	19	Departed
11:05	RT 9122	Buenos Aires	34	Cancelled
11:10	XZ 6005	Los Angeles	05	Departed
11:20	QE 0078	Beijing	33	Final Call
11:25	TY 2053	Stockholm	56	Final Call
11:25	ER 7452	Berlin	25	Final Call
11:30	XZ 0352	Moscow	12	Boarding
11:35	XZ 0568	London	27	Boarding

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture;
- 2) Introduce the function of the above functional area;
- 3) Illustrate the current situation of Flight RT 9122;
- 4) Indicate the information of Flight XZ 0352;
- 5) Indicate the information of flights which have departed already;

6) State the information of flights indicating final call.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking twelve Chinese tourists to take Flight 3U8700 back to Jinan at Los Angeles International Airport. Now you are going to get the boarding pass at the check-in counter for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Ask the airline agent the procedures of baggage check-in.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking twelve Chinese tourists to take Flight 3U8699 to Los Angeles. You have arrived at Los Angeles International Airport. Now you are going to facilitate tourists with a group visa through immigration at the Passport Control.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;
- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;

7) Indicate where to stay in the USA;

8) Indicate the amount of local currency that each tour member takes with. (Nobody exceeds the limit of \$10,000)

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking twelve Chinese tourists to take Flight 3U8699 to Los Angeles. As the flight will take off at 1:55 pm, you tell everyone to assemble at the airport by 11:35 am. At that time, almost everyone has arrived, except for Wang Qing. What is worse, she has still not shown up even by 12:45 pm. You are very anxious about the latecomer and call her several times but fail to reach her.

The following aspects should be included in your short presentation:

1) Describe what happened to the tourist.

3) State what you will do to help the tourist.

3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间: 90 分钟。其中, 面试时间 15 分钟, 描述机场功能区域、办理登机和入境手续, 处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注

素 养 要 求	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入 境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一	

			处扣 1 分。	
	特殊情况 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

2. 试题编号：2-1-2 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 离境手续，处理相关特殊情况。

Background information

1) Itinerary

Nine Days' Tour—London, Bath, Birmingham, Manchester and Edinburgh

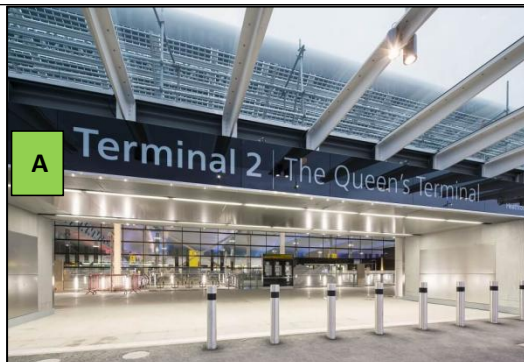
Dates	Destinations	Activities & Hotels	Meals Included
May 15 th , 2022	Shanghai-> London	Activities: Fly to London (Flight:BA168; Time: 10:55-16:05) Hotels: Radisson Blu Portman Hotel, London (Address: 22 Portman Square, Marylebone London, W1H7BG United Kingdom)	D
May 16 th , 2022	London	Activities: Visit House of Parliament, Westminster Abbey, Buckingham Palace, Hyde Park and British Museum. Night view: Visit the London Tower. Hotels: Radisson Blu Portman Hotel, London	B, L, D
May 17 th , 2022	London-> Cambridge shire	Activities: Visit the Backs, Cambridge shire, King's College Chapel, Cambridge shire and University of Cambridge. Hotels: Hotel Felix (Address: Whitehouse Lane, Huntingdon Road Cambridge, CB3 0LX United Kingdom)	B, L, D
May 18 th , 2022	Cambridge shire-> Oxford shire	Activities: Visit University of Oxford, Oxford Castle. Hotels: Macdonald Randolph Hotel (Address: Beaumont St Oxford, OX1 2LN United Kingdom)	B, L, D
May 19 th , 2022	Oxford shire -> Salisbury-> Bath	Activities: Visit Stonehenge, Roman Baths, Royal Crescent and Thermae Bath Spa. Hotels: Best Western Abbey Hotel (Address: 1 North Parade Bath, BA1 United Kingdom)	B, L, D

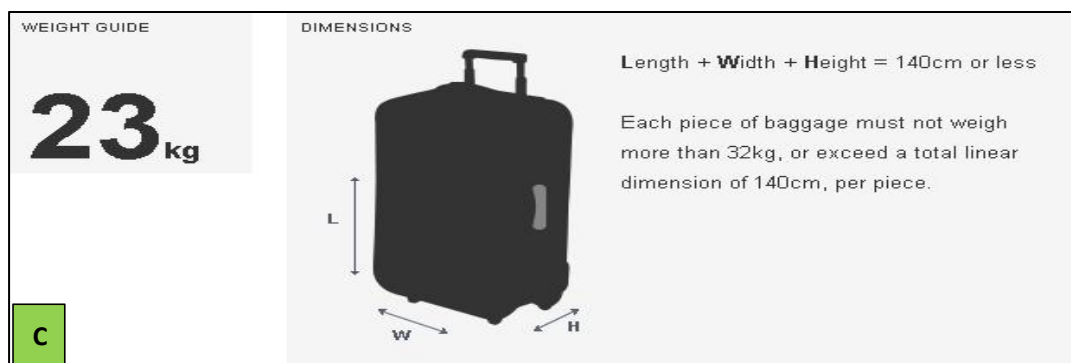
May 20 th , 2022	Bath-> Birmingham	Activities: Visit Victoria Square, Chamberlain Square, Birmingham Museum & Art Gallery, Balti triangle and the Bullring. Hotels: Thistle Birmingham City (Address: St Chads, Queensway Birmingham, B4 6HY United Kingdom)	B, L, D
May 21 st , 2022	Birmingham-> Manchester	Activities: Visit Town Hall, Lowry, Salford Quays, the Urbis and Museum of The Science & Industry. Hotels: The Portland by Thistle (Address: 3-5 Portland Street, Piccadilly Gardens, City Centre Manchester, M1 6DP United Kingdom)	B, L, D
May 22 nd , 2022	Manchester -> Edinburgh	Activities: Visit Edinburgh Castle, Royal Mile, Holyrood Palace and Calton Hill. Hotels: The Lairg Hotel (Address: 11 Coates Gardens, Haymarket Edinburgh, EH12 5LG United Kingdom)	B, L, D
May 23 rd , 2022	Edinburgh-> London -> Shanghai	Activities: Fly back to Shanghai (Flight:VS250; Time: 13:30 - 08:50) Hotels: Slieve Donard Hotel	B, L
Remarks Sponsor travel service: China Youth Travel Service Local travel service: Joy Travel Destinations: London, Bath, Birmingham, Manchester and Edinburgh Period: May. 15 th , 2022- May 23 rd , 2022 Tourist number: 10 tourists (6 males; 4 females)			

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking ten Chinese tourists back to China at Heathrow Airport. Now you are going to enter the airport and check in for your tour group.





The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A and B;
- 2) Introduce the function of the airport area in picture A and B;
- 3) Illustrate the baggage allowance according to picture C;
- 4) State how to calculate the total linear dimension of the checked bag according to picture C.
- 5) Illustrate the relations between picture B and picture C.

Task 2 办理登机手续 (30%)

Directions: You are required to check in luggage at the check-in counter based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking ten Chinese tourists to take flight VS250 back to Beijing at Heathrow Airport. Now you are going to check in luggage at the check-in counter.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate that you have one suitcase to check in.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking ten Chinese tourists to take flight VS250 back to Beijing at Heathrow Airport. Now you are

going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the things that you have declared (one Sony laptop and three iPods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;
- 4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking ten Chinese tourists to take flight BA168 to London. Arriving at Heathrow Airport, Li Xiang who is one of the tour members can't find his suitcase in baggage reclaim area. The suitcase is a 24-inch dark blue Polycarbonate Samsonite luggage (新秀丽 PC 行李箱) with a silver handle and 4 wheels.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选

		备

（3）考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	

	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

3. 试题编号：2-1-3 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理转机和离境手续，处理相关特殊情况。

Background information

1) Itinerary

Seven Days' Tour—New York, Washington D.C., Boston, Philadelphia and Baltimore

Dates	Destinations	Activities & Hotels	Meals Included
May 25 th , 2022	Beijing->New York	Activities: Take CX335 at 12:05 from Beijing Capital International Airport and arrive at Hong Kong International Airport at 16:00. Take AA8916 at 02:05 on the second day from Hong Kong International Airport to John F. Kennedy International Airport at 06:00. Hotels: Grand Hyatt New York	B, L, D
May 26 th , 2022	New York	Activities: Visit United Nations Headquarters, Wall Street, Statue of Liberty, Madison Square Garden, Times Square, and Fifth Avenue. Hotels: Grand Hyatt New York	B, L, D
May 27 th , 2022	New York	Activities: Visit Metropolitan Museum of Art, Central Park, Woodbury Outlets, and Columbia University. Hotels: Grand Hyatt New York	B, L, D
May 28 th , 2022	New York ->Boston	Activities: Visit Harvard University, MIT and Boston University. Hotels: Boston Marriott Copley Place	B, L, D
May 29 th , 2022	Boston ->Philadelphia	Activities: Visit City Hall of Philadelphia, Liberty Bell and Phila China Town. Hotels: Penrose Hotel Philadelphia	B, L, D
May 30 th , 2022	Philadelphia-->Baltimore	Activities: Visit National Aquarium and John-Hopkins University. Hotels: Baltimore Inner Harbor	B, L, D
May 31 st , 2022	Baltimore ->Chicago->Beijing	Activities: Take UA531 from Baltimore to Chicago and then take UA851 from O'Hare International Airport at 12:50 to Beijing Capital International Airport at 16:33 on the second day.	B

Remarks

Sponsor travel service: China International Travel Service (CITS)

Local travel service: Oriental Tour & Travel (OTT)

Destinations: New York, Washington D.C., Boston, Philadelphia and Baltimore

Period: May 25th, 2022- May 31st, 2022

Tourist number: 10 tourists (5 males; 5 females)

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists back to Beijing at O'Hare International Airport. Now you are going to check in for your tour group.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A and B;
- 2) Introduce the function of the airport area in picture A;
- 3) Illustrate the general policy of the US airline checked baggage size according to picture B;
- 4) State the how to calculate the size of the checked bag according to picture B;
- 5) Illustrate the relations between picture A and picture B.

Task 2 办理转机手续 (30%)

Directions: You are required to collect onward flight boarding pass at the transfer desk for the tour group based on the background information and following situation. Your speech should be

3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists to take flight UA851 back to Beijing at O'Hare International Airport. Now you are going to collect onward flight boarding pass at the transfer desk for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your connecting flight number and departure time;
- 4) Indicate your seat preferences to the airline agent (Seats should be as close to each other as possible);
- 5) Ask the airline agent the way to the boarding gate.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists to take flight UA851 back to Beijing at O'Hare International Airport. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the things that you have declared (one Sony laptop and three iPods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;
- 4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service

(CITS), are taking ten Chinese tourists to take America United Airlines flight UA851 back to Beijing at O'Hare International Airport. Arriving at O'Hare International Airport, they wait to fly home when a blizzard pummels the city. The airport is closed, and the plane could not take off on time. The airport announces that all the flights are canceled and postponed to the following day due to the snowstorm.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按 需 选 备

(3) 考核时量

考试时间: 90 分钟。其中, 面试时间 15 分钟, 描述机场功能区域、办理登机和入境手续, 处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素 养 要	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求, 职业道德信念强, 尽职尽责, 具备出境领队基本素质, 具有良好的人际沟通能力、灵活应变和独立工作能力, 具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质, 具备跨文化交际的意识和能力, 服务游客热情真诚礼貌, 出入境服务耐心细致周到, 妆容得体, 举止文明大方。	

求 20%	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能 要求 80%	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入 境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

4. 试题编号：2-1-4 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 离境手续，处理相关特殊情况。

Background information

1) Itinerary

Six Days' Tour—Rocky Mountain Banff National Park

Dates	Destinations	Activities, Hotels & Meals
May 15 th , 2022	Beijing->Vancouver	Activities: Take CZ329 at 15:00 from Guangzhou Baiyun International Airport and arrive at Vancouver International Airport at 11:50 on the second day. Hotels: The Westin Wall Centre, Vancouver Airport Meal: Lunch /Dinner
May 16 th , 2022	Vancouver->Hope->Kamloops->Golden /Revelstoke	Activities: Departure from Vancouver in the morning proceed from the Dawen area and follow the scenic Feisha River Valley Highway to Ganlu City in the semi-desert area. This is the famous ginseng producing area in BC. Guests will visit the ginseng planting factory with explaining about planting and curative effect, also can taste authentic ginseng tea. In the afternoon, the route will be to the Bay of Squid, and then to the Pacific Railroad Park. This is the junction of the Pacific Railway between the east and the west of Canada. To commemorate the location of the last nail "Last Spike", it also shows the contribution that Chinese workers made as the railway more than 100 years ago. Overnight in the golden town. Hotel: Travelodge Golde or Similar Meal: Breakfast / Lunch /Dinner
May 17 th , 2022	Banff National Park->Jasper National Park->Columbia->Icefield->Kananaskis	Activities: Enter Banff National Park in the morning, follow Canada's famous Icefields Avenue, head to Jasper National Park, and take the unique glacial snowmobile (at your own expense), board the Athabasca Glacier and watch the Columbia Icefield. This ice covers an area of 325 square kilometers. The ice layer has a depth of more than 300 meters and a maximum of 3,745 meters, and all the group members can touch the glaciers and take pictures. Then, go to the latest landmark glass bridge in the Rocky Mountains (at your own expense), enjoy the superb view of the glacier valley in the sky, and breathe the fresh air of

		the Rocky Mountains. And then, head to the beautiful Bow Lake. Next, head to the famous town of Banff. There are some gift shops and different tastes on both sides of Banff Avenue in the town. Overnight at Kananaskis. Hotel: Stoney Nakoda Resort Kananaskis or Similar Meal: Breakfast / Lunch /Dinner
May 18 th , 2022	Banff National Park (Bow Falls/ Mt.Whitehorn /Lake Louise/ Moraine Lake) ->Vernon/Salman Arm	Activities: Visit the famous Bow River Waterfall, a famous water stream, and look at the majestic Spa Castle Hotel. Then go to the crystal clear Moraine Lake (depending on the road condition), Moraine Lake is recognized by the world as the most photographed lake. Then go to Louise Lake which known as the "Rocky Mountain Sapphire". The lake surrounded by mountains on three sides and beautiful scenery. Take a scenic cable car (at your own expense) at the Mt. Whitehorn of Lake Louise, and look out over the Victoria Glacier and the panoramic view of Lake Louise. Then pass through the Yoho National Park and enter the Glacier National Park. The road was built in the 1885 Rogers Canyon Passage. The construction of the Rogers Gorge Road has opened up both sides of Canada and has a profound impact on the development of Canada. Then head to Vernon Town for accommodation. Hotel: Village Green Hotel or Similar Meal: *Free Stoney Nakoda Resort Breakfast/Lunch/Dinner
May 19 th , 2022	Vernon/Salmon Arm->Kelowna->Merritt->Vancouver	Activities: In the morning, visit famous Vernon local beekeeping farm and taste different flavors of natural honey or choose the best royal jelly. Then head to Kelowna, BC's hometown of fruit and go to Okanagan Lake for the Ogopogo of the mythology, visit the prestigious VQA winery in the area, taste red, White wine and purchase of the world-famous Canadian Ice wine, and travel through Merritt which , then return to Vancouver by the end of the day. Hotels: The Westin Wall Centre, Vancouver Airport Meal: Breakfast / Lunch /Dinner
May 20 th , 2022	Vancouver->Guangzhou	Activities: Take CZ330 at Vancouver International Airport at 17:30, arriving at Guangzhou Baiyun International Airport at 21:30 on the second day.
Remarks Sponsor travel service: China International Travel Service (CITS) Local travel service: Ctour Holiday Destinations: Rocky Mountain Banff National Park		

Period: May. 15th, 2022- May 20th, 2022

Tourist number: 13 tourists (6 males; 7 females)

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking thirteen Chinese tourists back to China at Vancouver International Airport. Now you are going to get the boarding passes and check in the luggage.



A

RYANAIR
THE LOW FARES AIRLINE

Baggage policy
Checked baggage

32 kg MAX WEIGHT PER BAG

20 kg FROM €25

An excess baggage fee of €10 per 1 kg applies to overweight baggage

DIMENSIONS: 81 cm x 119 cm x 119 cm

3 CHECKED BAGS MAXIMUM

B

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A;
- 2) Introduce the function of the airport area in picture A;
- 3) Describe the checked baggage policy according to picture B;

4) Illustrate how to calculate the dimensions of checked baggage.

Task 2 办理登机手续 (30%)

Directions: You are required to check in luggage at the check-in counter based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking thirteen Chinese tourists to take CZ330 back to Guangzhou at Vancouver International Airport. Now you are going to check in luggage at the check-in counter.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Confirm the hand baggage policy (One bag per person. Camera bags, laptops and purses are also permitted. The dimensions for one item is 23cm × 40cm × 51cm (9in × 16in × 20in), including wheels and handles. Any carry-on bag that exceeds the above size cannot be carried on and must be checked.);
- 5) Confirm the security regulation on hand baggage (All liquids, gels, aerosols and pastes limit each container to a maximum size of 3.4 oz/100ml. We need to put all such items in a single quart-size, clear plastic, zip-top bag. Liquids exceeding more than 100ml should be checked into the baggage.).

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking thirteen Chinese tourists to take CZ330 back to Guangzhou at Vancouver International Airport. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the things that you have declared (one Apple laptop and two iPods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;

4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking thirteen Chinese tourists to take CZ330 back to Guangzhou at Vancouver International Airport. After you have arrived at the airport, you hear an announcement that says “This is an announcement for all passengers travelling on the flight CZ330 to Guangzhou. This flight is canceled due to some mechanical problems. The airline wishes to apologize for any inconvenience caused by the flight disruption.”

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

(3) 考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工	

养 要 求 20%			作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求 80%	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入 境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况 处理	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于

	16 分	6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句，本题计 0 分。
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

5. 试题编号：2-1-5 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Ten Days' Tour—Fire Ring Volcano National Park - Coast starlight- San Francisco

Dates	Destinations	Activities, Hotels & Meals
July 15 th , 2022	Beijing-> Vancouver	Activities: Take CZ329 at 15:00 from Guangzhou Baiyun International Airport and arrive at Vancouver International Airport at 11:50 on the second day. Hotels: The Westin Wall Centre, Vancouver Airport Meal: Lunch /Dinner
May 16 th , 2022	Vancouver -> Mt.Rainier National Park -> Seattle	Activities: Departing from Vancouver, Cross the US-Canada border and come to Seattle. Seattle is the largest city in Washington State and the largest city in the Pacific Northwest. The romantic beauty of Seattle is always a little bit thanks to Mount Rainier. She is like a fairy mountain floating in the clouds! The beauty of Mount Rainier National Park blends with the essence of the Pacific Northwest, and all visitors who come here will fall in love with her. Glaciers, waterfalls, lakes, and rivers are scattered among the pristine rain forests, scenic paradise meadows, Martha Falls, Narada Falls, skyline trails, glaciers overlooking... rushing streams and pouring waterfalls rang through the valley. Overnight in Seattle. Hotel: Seattle Red Lion River Inn or similar Meal: Breakfast / Lunch /Dinner
July 17 th , 2022	Coast Starlight-> Medford	Activities: Today we have arranged for you the most spectacular train route, the coast star of Amtrak of Amtrak! The scenic train is setting off a boom in the United States, which is also the best way to savor the United States. The train seats are very large and comfortable, and the towering forests, snow-capped mountains, beautiful river valleys, magnificent plains. These beautiful sceneries are absolutely invisible on the highway! Transfers to the bus at Portland and stays overnight in Medford. Hotel: Inn at the Commons Medford or similar

		Meal: Breakfast / Lunch /Dinner
July 18 th , 2022	Burney Falls -> Sundial Bridge -> North of the San Francisco Bay Area	Activities: Head to Burney Falls in the morning which is the most beautiful waterfall in California! This will definitely give you an unexpected surprise. Even President Roosevelt praised Burney Falls as the "eighth wonder of the world." The magnificent Sundial Bridge is made of glass and spans the Sacramento River. It is a beautiful piece of art! Overnight in the northern part of the San Francisco Bay Area. Hotel: Courtyard by Marriott Vallejo or Similar Meal: Breakfast/Lunch/Dinner
July 19 th , 2022	San Francisco	Activities: San Francisco is known as the capital of romantic culture. As a famous town in Northern California, she is located at the tip of the peninsula. Surrounded by the sea on three sides with good environment, full sunny, four season floral, Victorian architecture, and colorful buildings all have a romantic feeling for San Francisco. She is also the most popular city in the United States, where top scientists and technicians gather. The famous Golden Gate Bridge, the Roman Art Palace, the Lombard Street, and the Fisherman's Wharf are all fascinating; the first time you come to San Francisco, you must take a trip to San Francisco's Gulf Cruises (at your own expense). In the afternoon, take a deep tour of San Francisco (at your own expense), St. Mary's Cathedral, Twin Peaks, Plaza Mayor, Chinatown is dizzying. Across by Market Avenue, Mint, Little Italy, Gay Street, Union Square, etc. Overnight in the northern part of the San Francisco Bay Area. Hotel: Courtyard by Marriott Vallejo or similar Meal: Breakfast / Lunch /Dinner
July 20 th , 2022	San Francisco -> Napa Valley-> Sea Redwood National Forest-> Shenmu Trail -> Eureka	Activities: Depart from the San Francisco Bay Area in the morning and head to the world-famous wine region of Napa Valley for an exclusive trip to Napa Wine! Arrive at the Redwood National Forest in the afternoon and see the world's tallest creatures! The towering sea redwood forest is full of aura, it is amazing from the magic of creation! Watch the car through the tree hole, the Shenmu Trail to hike, breathe the taste of nature! Overnight at Eureka. Hotel: Red Lion River Inn or similar Meal: Breakfast / Lunch /Dinner
July 21 st , 2022	Magical Coastline -> Sea Redwood National Park	Activities: Follow Highway 101 north to admire America's most stunning coastline. The Sea Redwood National Park boasts 37 miles of pristine coastline, winding waves, winding reefs, lush sea-redwood forests, and sultry sea lion seals. Arrived in the volcanic lake national

	-> Crater Lake National Park -> Eugene	park in the afternoon. The volcanic lake was formed by a violent volcanic eruption in 7000 years ago accumulation of snow and rain. She is the deepest and most beautiful lake in the United States. It is a amazing attraction in your life. The dazzling sapphire color is full of mystery, just like a fairyland on earth! Overnight in Eugene where is the second largest city in Oregon. Hotel: Hilton Garden Inn or similar Meal: Breakfast / Lunch /Dinner
July 22 nd , 2022	Woodburn Outlet -> Columbia River Gorge -> Multnomah Falls -> Seattle	Activities: Go to the Wood Outlet in the morning, it cost 20 million US dollars to build, has hundreds of famous stores, and more than 4 million tourists come here every year to enjoy Oregon duty-free shopping! In the afternoon, went to the Columbia River Valley, combining the grandeur of the American National Park, and the outstanding landscape of China's landscapes. Multnomah Falls is the second-highest waterfall in the United States with a drop of 620 miles! Arrive in the romantic capital of Seattle in the evening. Hotel: Seattle Red Lion River Inn or similar Meal: Breakfast / Lunch /Dinner
July 23 rd , 2022	Seattle In-> Deep Tour -> University of Washington -> Future Of Flight Museum -> Vancouver	Activities: Visit the romantic capital of Seattle today! Charming buildings, ancient blocks, snowy mountains and rainforests, straits and lake, coffee fragrance, cultural heritage, artistic atmosphere together to outline this famous seaport city! In the morning, come to the famous Pike Place Market, Fisherman's Wharf, the world's first Starbucks, "intriguing" chewing gum wall... Then at noon, climb the Space Needle (at your own expense) and see the beauty of the city and the bay! In the afternoon, head to the University of Washington, which is known as the most beautiful school in the United States. It is also the most beautiful place to see cherry blossoms in Seattle. Then visit the famous Future Of Flight Museum (own expense, 8415 Paine Field Blvd, Mukilteo, WA 98275) to learn about the aircraft assembly process and company history of the world's largest aircraft manufacturer. Return to Vancouver in the evening to end our wonderful and memorable 8 days tour. Hotels: The Westin Wall Centre, Vancouver Airport Meal: Breakfast / Lunch /Dinner
July 24 th , 2022	Vancouver-> Guangzhou	Activities: Take CZ330 at Vancouver International Airport at 17:30, arriving at Guangzhou Baiyun International Airport at 21:30 on the second day. Meal: Breakfast / Lunch

Remarks

Sponsor travel service: China Travel Service (CTS)

Local travel service: Ctour Holiday

Destinations: Fire Ring Volcano National Park - Coast starlight- San Francisco

Period: July 15th, 2022- July 24th, 2022

Tourist number: 13 tourists (5 males; 8 females)

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking thirteen Chinese tourists back to China at Vancouver International Airport. Now you are going to get the boarding passes and check in the luggage.



	FEE [†]		WEIGHT & SIZE
 Per Adult	1 st bag	Free Flex, Comfort and Latitude fares - 1st bag free Tickets issued before August 21 st , 2018 or travel before October 5 th , 2018: \$25 CAD/USD per direction (plus taxes)	Max. weight per bag: 23kg (50lb) Max. linear dimensions per bag: 158 cm (62in) Overweight bag/Oversized bag: ■ \$113.00 CAD/USD (per direction, including taxes) for bags between 23-32kg (50-70lb) ■ \$113.00 CAD/USD (per direction, including taxes) for bags between 158-292cm (63-115in) ■ If a bag is both overweight and oversized, the \$113.00 fee is charged only once. ■ No overweight/oversized charges apply when the extra bag fee of \$113.00 CAD/USD (per direction, including taxes) is paid.
	2 nd bag	\$56.50 CAD/USD (per direction, including taxes) Latitude fare - 2nd bag free Tickets issued before August 21 st , 2018 or travel before October 5 th , 2018: \$35 CAD/USD per direction (plus taxes)	
	Each extra bag	\$113.00 CAD/USD (per direction, including taxes)	

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A;
- 2) Introduce the function of the airport area in picture A;
- 3) Describe the fee of bags per adult according to picture B;
- 4) Illustrate the baggage policy about the weight and size based on picture B.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass and check in the baggage at the check-in

counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking thirteen Chinese tourists to take CZ330 back to Guangzhou at Vancouver International Airport. Now you are going to check in at the check-in counter for your tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Confirm the procedures of baggage check-in.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking thirteen Chinese tourists to the Canada. Your tour group takes CZ329 at 15:00 from Guangzhou Baiyun International Airport and arrives at Vancouver International Airport at 11:50 on the second day. Now you are going to facilitate tourists with a group visa through immigration at the Passport Control.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;
- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;
- 7) Indicate where to stay in the Canada;

8) Indicate the amount of local currency that each tour member takes with. (Nobody exceeds the limit of C\$10,000)

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking thirteen Chinese tourists to take CZ330 back to Guangzhou at Vancouver International Airport. On the flight, Li Hua, a member of your group, feels like vomiting and seems to have got airsickness.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

(3) 考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条	

要求			不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。		
	20%	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求	80%	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
			6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
			5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
		办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
			8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
			8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
		办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
			8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
			8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
		特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本
			6	处理特殊情况的常用词汇和句型运用熟练、恰当，句	

			子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	题计 0 分。
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

6. 试题编号：2-1-6 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Eleven Days' Tour—Melbourne, Cairns and Sydney

Dates	Destinations	Activities & Hotels	Meals Included
May 15 th , 2022	Guangzhou -> Melbourne	Activities: Take CZ343 at 09:00 from Guangzhou Baiyun International Airport and arrive at Melbourne Airport at 20:30. Hotels: Travelodge Southbank Hotel (Address: 9 Riverside Quay, Southbank, Melbourne, Australia)	D
May 16 th , 2022	Melbourne	Activities: Pay a visit to City walk, Lan Potter Children's Garden, ACMI, Royal Melbourne Zoo and Melbourne Museum. Hotels: Travelodge Southbank Hotel	B, L, D
May 17 th , 2022	Melbourne	Activities: Pay a visit to The Great Ocean Road. Hotels: Travelodge Southbank Hotel	B, L, D
May 18 th , 2022	Melbourne	Activities: Have a tour in The Dandenongs, Puffing Billy, Trees Adventure and Dandenong Ranges National Park. Hotels: Mercure Paris Opera Garnier	B, L, D
May 19 th , 2022	Melbourne -> Cairns	Activities: Go to Cairns by flight TT590 from 16:15 to 19:40. Go shopping and have free activities. Hotels: Pacific Hotel Cairns	B, L, D
May 20 th , 2022	Cairns	Activities: Pay a visit to Great Barrier Reef and Kuranda Rainforest. Hotels: Pacific Hotel Cairns	B, L, D
May 21 st , 2022	Cairns-> Sydney	Activities: Take VA1426 at 18:00 from Cairns and arrive Sydney at 20:55. Hotels: Travelodge Sydney Hotel	B, L, D

May 22 nd , 2022	Sydney	Activities: Visit UTS campus, The University of Sydney and Darling Harbour. Hotels: Travelodge Sydney Hotel	B, L, D
May 23 rd , 2022	Sydney	Activities: Pay a visit to Sydney Opera House, Sea Life Sydney Aquarium and Wildlife Sydney Zoo. Hotels: Travelodge Sydney Hotel	B, L, D
May 24 th , 2022	Sydney	Activities: Pay a visit to Blue Mountains and Bondi Beach. Hotels: Travelodge Sydney Hotel	B, L, D
May 25 th , 2022	Sydney-> Guangzhou	Activities: Take CZ326 at Sydney Kingsford Smith Airport at 11:05, arriving at Guangzhou Baiyun International Airport at 18:50.	B
Remarks Sponsor travel service: China Travel Service (CTS) Local travel service: Milky Journey Destinations: Melbourne, Cairns and Sydney Period: May 15 th , 2022- May 25 th , 2022 Tourist number: 15 tourists (8 males; 7 females)			

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking fifteen Chinese tourists back to China at Sydney Kingsford Smith Airport. Now you are going to find the boarding gate D22 for your tour group.

10:05 CDT Thursday, May 25 th , 2022		China South Airlines	
Guangzhou		Upgrade Requests	
Flight	Continuing Onto	43. MEA, K	50. SIM, L
CZ326		44. KAR, S	51. LUT, A
Departs	Status	45. HER, M	52. DAV, M
11:05	On Time	46. OWE, Z	53. APO, J
Arrives		47. BRU, J	54. GRI, M
18:50		48. AKH, I	55. FAX, D
Boarding in 30 minutes		49. MAT, I	56. CRA, K
✓ Cleared: go to a kiosk or see an agent for a new boarding pass.			
A		Advantage Miles: 802. Flight Time: 2 hrs 28mins. Aircraft Type:	



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A and B;

- 2) Introduce the function of the airport area in picture A and B;
- 3) Describe the boarding information of flight CZ326 according to picture A;
- 4) State the things that you should pay attention to when boarding based on picture A.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking fifteen Chinese tourists to take CZ326 back to Guangzhou at Sydney Kingsford Smith Airport. Now you are going to get your boarding pass at the check-in counter for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Explain the differences between Economy Class and Upper Class in free baggage allowance policy;
- 6) Illustrate the baggage policy for children and seated infants.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking fifteen Chinese tourists to take CZ343 at 09:00 from Guangzhou Baiyun International Airport and arrive at Melbourne Airport at 20:30 at local time. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;

- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;
- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;
- 7) Indicate where to stay in the Australia;
- 8) Indicate the amount of local currency that each tour member takes with. (Nobody exceeds the limit of A\$10,000)

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Travel Service (CTS), are taking fifteen Chinese tourists to take CZ326 back to Guangzhou at Sydney Kingsford Smith Airport. When your tour group arrives at the boarding gate D22, Zheng Hua who is one of the tour members can't find his boarding pass. He last saw it after walking through the duty-free shop. He checks all his odd pockets in the bag, between the books and the seats at which he seats, but fails to find it.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于

	24 分	8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业技术术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句，本题计 0 分。
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业技术术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

7. 试题编号：2-1-7 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Eleven Days' Tour—Sydney, Melbourne and Brisbane

Dates	Destinations	Activities & Hotels	Meals Included
July 15 th , 2022	Hongkong ->Sydney	Activities: Take off flight CX139. Hotels: The Tank Stream Sydney	D
July 16 th , 2022	Sydney	Activities: Visit UTS campus, The University of Sydney and Darling Harbour. Hotels: The Tank Stream Sydney	B, L, D
July 17 th , 2022	Sydney	Activities: Pay a visit to Sydney Opera House, Sea Life Sydney Aquarium and Wildlife Sydney Zoo. Hotels: The Tank Stream Sydney	B, L, D
July 18 th , 2022	Sydney	Activities: Pay a visit to Blue Mountains and Bondi Beach. Hotels: The Tank Stream Sydney	B, L, D
July 19 th , 2022	Sydney-Melbourne	Activities: Go to Melbourne by flight JQ507. Hotels: Ibis Styles Kingsgate	B, L, D
July 20 th , 2022	Melbourne	Activities: Pay a visit to City walk , Lan Potter Children's Garden, ACMI, Royal Melbourne Zoo and Melbourne Museum. Hotels: Ibis Styles Kingsgate	B, L, D
July 21 st , 2022	Melbourne	Activities: Pay a visit to The Great Ocean Road. Hotels: Ibis Styles Kingsgate	B, L, D
July 22 nd , 2022	Melbourne	Activities: Have a tour in The Dandenongs, Puffing Billy, Trees Adventure and Dandenong Ranges National Park. Hotels: Ibis Styles Kingsgate	B, L, D

July 23 rd , 2022	Melbourne-Brisbane	Activities: Take off flight JQ057 and visit the Great Barrier Reef. Hotels: Travelodge Brisbane Hotel	B, L, D
July 24 th , 2022	Brisbane-Sydney	Activities: Take off flight JQ813 and shop in Sydney CBD. Hotels: Ibis Budget Sydney Airport Hotel	B, L, D
July 25 th , 2022	Sydney->Guangzhou	Activities: Take CZ326 at Sydney Kingsford Smith Airport at 11:05, arriving at Guangzhou Baiyun International Airport at 18:50.	B
Remarks Sponsor travel service: China Comfort Travel (CCT) Local travel service: Milky Journey Destinations: Sydney, Melbourne and Brisbane Period: July 15 th , 2022- July 25 th , 2022 Tourist number: 15 tourists (8 males; 7 females)			

2) Additional and Overweight Baggage

If you'd like to bring more than your free bag allowance, or if you've bought an Economy Light ticket and decided you need a bag after all, you can add up to 7 extra bags per person when you check in online.

Online check in opens 24 hours before your flight is due to depart and closes 70 minutes before.

You can also pay for extra bags at the airport. it costs exactly the same, but the limit is 10 bags per person.

The maximum weight in Premium and Economy is 23kg per bag. If yours are heavier than that, you'll need to pay an overweight baggage fee at the airport. In Upper Class the maximum weight is 32kg per bag.

Additional baggage charges are per flight. Please note that any excess baggage that you buy is non-refundable and non-transferable. If a bag is overweight and also oversize, then both the charges shown below will apply. Prices are based on whether your trip originates in the UK or US. If you're not flying from the UK or US, we'll convert the GBP rate to your local currency.

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Comfort Travel (CCT), are taking fifteen Chinese tourists to take CX139 to Australia. After arriving at Sydney Kingsford Smith Airport. Now you are going to find your language at the luggage claim area.



Baggage Claim Directory			
Airline	Baggage Claim Number	Airline	Baggage Claim Number
Aer Lingus	6	FRONTIER AIRLINES	7
AIR CANADA	7	jetBlue	10
Alaska	10	Southwest	13-14
American Airlines	11-12	UNITED	1-6
DELTA	13-14	Virgin america	14
ETIHAD AIRWAYS	11-12	INTERNATIONAL ARRIVALS	15

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture B;
- 2) Introduce the function of the airport area in picture A, B and C;
- 3) Describe the information of airport sign according to picture A;
- 4) Describe the baggage claim directory based on picture C.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Comfort Travel (CCT), are taking fifteen Chinese tourists to take CZ326 back to Guangzhou at Sydney Kingsford Smith Airport. Now you are going to get the boarding pass at the check-in counter for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Indicate what you should do if you'd like to bring more than your free bag allowance;
- 6) Indicate maximum weight in Premium, Economy and Upper Class.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Comfort Travel (CCT), are taking fifteen Chinese tourists to take CX139 to Australia. After arriving at Sydney Kingsford Smith Airport. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;
- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;
- 7) Indicate where to stay in the Australia;

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following

special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Comfort Travel (CCT), are taking fifteen Chinese tourists to take CZ326 back to Guangzhou at Sydney Kingsford Smith Airport. You and your tour group get lost and can't find the boarding gate so that you miss your flight.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

(3) 考核时量

考试时间: 90 分钟。其中, 面试时间 15 分钟, 描述机场功能区域、办理登机和入境手续, 处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求, 职业道德信念强, 尽职尽责, 具备出境领队基本素质, 具有良好的人际沟通能力、灵活应变和独立工作能力, 具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质, 具备跨文化交际的意识和能力, 服务游客热情真诚礼貌, 出入境服务耐心细致周到, 妆容得体, 举止文明大方。	
	操作规范	10	熟悉 Office 办公软件, 具备使用办公设备的能力, 操作规范。工作场地脏乱差、严重违反考场纪律, 造成	

			恶劣影响的，本项计 0 分。	
技能要求 80%	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

8. 试题编号：2-1-8 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理转机和离境手续，处理相关特殊情况。

Background information

1) Itinerary

Eight Days' Tour—Auckland-Rotorua-Taupo-Napier-Wellington

Dates	Destinations	Activities, Hotels & Meals
July 15 th , 2022	Guangzhou -> Auckland	Activities: Take CZ335 at 14:30 from Guangzhou Baiyun International Airport and arrive at Auckland Airport at 06:00 on the second day. Hotels: The Grand by SkyCity Meal: Breakfast / Lunch /Dinner
May 16 th , 2022	Auckland	Activities: Visit picturesque Waiheke Island where you'll find plenty of vineyards, beaches and artists' studios. For a taste of wilderness, travel to Auckland's West Coast, where you can explore the rugged black-sand coast. Hotels: The Grand by SkyCity Meal: Breakfast / Lunch /Dinner
July 17 th , 2022	Auckland-> Rotorua	Activities: Today you'll journey south, through the green Waikato countryside to Hamilton. Along the way, side roads lead to Waingaro Hot Springs and Raglan; a surf resort on the west coast. Hamilton is a city carved in two by the mighty Waikato River. Attractions include gardens, riverboat cruising and a giant free flight aviary. Further south, Rotorua is alive with geothermal activity and thrilling adventure. Explore the geothermal areas, discover the unique culture of New Zealand's Maori people or spend the day trying out some of the many adventure activities on offer. Hotel: Wai Ora Lakeside Spa Resort (围邑湖滨 spa 度假酒店) Meal: Breakfast / Lunch /Dinner
July 18 th , 2022	Rotorua ->Taupo	Activities: The road to Taupo is packed with geological attractions. Take a side road to Orakei Korako Cave & Thermal Park or Craters of the Moon where you'll discover geysers, silica terraces and craters of boiling mud. Other diversions include Huka Falls, Huka Pawk Park and a world-acclaimed golf course. The resort town of Taupo sits on the edge of New Zealand's largest lake.

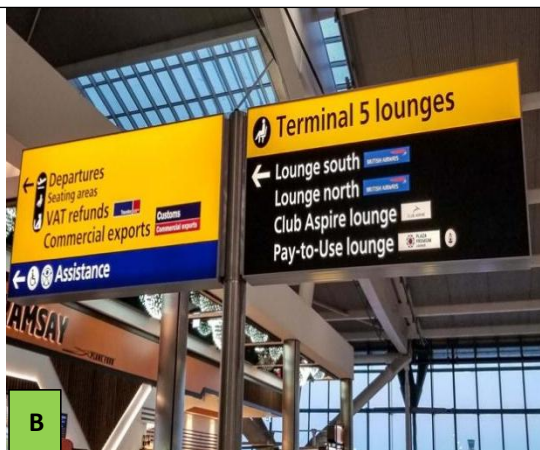
		You'll find everything a traveller could wish for, including an excellent choice of restaurants. Most accommodation establishments make good use of the underground thermal activity to provide hot spas for relaxation. Hotel: Tui Oaks Motel (奥克斯汽车旅馆) Meal: Breakfast/Lunch/Dinner
July 19 th , 2022	National Park	Activities: Follow the eastern edge of Lake Taupo to reach Turangi. The drive is very scenic and there are many picnic opportunities along the way. Turangi is a mecca for trout fishers, with famous fishing spots in almost every direction. Further on, National Park Village is well positioned for those who want to explore the Tongariro National Park, with its volcanic peaks of Ruapehu, Ngauruhoe and Tongariro. In 1887, the local Ngati Tuwaretoa tribe presented this land to the New Zealand people and it became the country's first National Park. It is now a World Heritage area packed with hiking trails including Tongariro Alpine Crossing, regarded by some as one of the best one-day walks in the world. Hotel: Yosemite Gold Country Lodge Meal: Breakfast / Lunch /Dinner
July 20 th , 2022	Taupo -> Napier	Activities: The major entertainment on the road from Taupo to Napier is the fantastic scenery. There's a bit of everything - rugged hills, beautiful valleys, gentle plains and huge vistas. In 1931, a devastating earthquake nearly levelled Napier and its twin city Hastings. They were rebuilt in the style of the times, and are now highly acclaimed for their Art Deco design. Hastings is only 20 kilometres south of Napier and easily accessible by cycleway as are many of the Hawke's Bay vineyards. Another attraction is the gannet colony at Cape Kidnappers. Hotel: Quality Inn Napier (纳皮尔品质酒店) Meal: Breakfast / Lunch /Dinner
July 21 st , 2022	Napier -> Wellington	Activities: Today's journey takes you through the vineyards and small heritage towns of Wairarapa and on to Wellington. Pause in Masterton, the Wairarapa's largest settlement. Here you will find the beautiful Queen Elizabeth Park, The Wool Shed (the National Museum of Sheep and Shearing) and Aratoi: Wairarapa Museum of Art & History. Masterton is also a great base to explore nearby Castlepoint. Finish in Wellington, New Zealand's capital city and a hub of culture and heritage. The downtown area of this compact city is ideal for

		explorations on foot. Spend your remaining time enjoying the many cafes, restaurants, museums and galleries that populate the Wellington area. Hotel: Oaks Wellington Hotel Meal: Breakfast / Lunch /Dinner
July 22 nd , 2022	Wellington -> Guangzhou	Activities: Take NZ460 at 18:10 from Wellington to Auckland at 19:10, transferring CZ306 at 22:00 at Auckland Airport to Guangzhou Baiyun International Airport at 06:00 on the second day.
Remarks Sponsor travel service: Star Ocean International Travel (SOIT) Local travel service: Worldwide Holidays Destinations: Auckland-Rotorua-Taupo-Napier-Wellington Period: July 15th, 2022- July 22nd, 2022 Tourist number: 10 tourists (6 males; 4 females)		

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Star Ocean International Travel (SOIT), are taking ten Chinese tourists back to China. Now you are arriving at Auckland Airport.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A and B;
- 2) Introduce the function of the airport area in picture A and B;
- 3) Describe the key information of picture A;

4) Describe the key information of picture B.

Task 2 办理转机手续 (30%)

Directions: You are required to collect onward flight boarding pass at the transfer desk for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Star Ocean International Travel (SOIT), are taking ten Chinese tourists to take NZ460 at 18:10 from Wellington to Auckland at 19:10, and then take CZ306 at Auckland Airport to Guangzhou Baiyun International Airport. Now you have arrived at Auckland Airport. You are going to collect onward flight boarding pass at the transfer desk for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your connecting flight number and departure time;
- 4) Indicate your seat preferences to the airline agent (Seats should be as close to each other as possible);
- 5) Ask the airline agent the way to the boarding gate.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Star Ocean International Travel (SOIT), are taking ten Chinese tourists to take NZ460 at 18:10 from Wellington to Auckland at 19:10, and then take CZ306 at Auckland Airport to Guangzhou Baiyun International Airport. Now you are going to clear customs and border protection at Auckland Airport.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the thing that you have declared (one camera and two iWatch);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;

4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Star Ocean International Travel (SOIT), are taking ten Chinese tourists to take NZ460 from Wellington to Auckland, transferring flight CZ306 at Auckland Airport to Guangzhou Baiyun International Airport. Now your group have missed the flight CZ306 due to late arrival of the previous flight NZ460.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

(3) 考核时量

考试时间: 90 分钟。其中, 面试时间 15 分钟, 描述机场功能区域、办理登机和入境手续, 处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求, 职业道德信念强, 尽职尽责, 具备出境领队基本素质, 具有良好的人际沟通能力、灵活应变和独立工作能力, 具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质, 具备跨文化交际的意识和	

要求			能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、	

			句型和专业术语错误每处扣 0.5 分,逻辑不清晰每处扣 0.5 分。	分。
		5	处理措施得当,信息点陈述完整计 5 分;处理措施不得当、信息点每缺失一处扣 1 分。	

9. 试题编号：2-1-9 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Nine Days' Tour—Auckland, Waitomo Caves, Rotorua, Taupo and Wellington

Dates	Destinations	Activities & Hotels
Oct. 25 th , 2021	Guangzhou -> Auckland	Activities: Take CZ335 at 14:30 from Guangzhou Baiyun International Airport and arrive at Auckland Airport at 06:00 on the second day. Hotels: The Grand by SkyCity Meal: Breakfast / Lunch /Dinner
Oct. 26 th , 2021	Auckland	Activities: A vibrant city of harbours, beaches and islands, Auckland is known as the “City of Sails”. Catch a ferry to one of the islands dotted just offshore from the city, or kayak there if you're feeling adventurous. Waiheke is known for its vineyards, sandy white beaches and quirky galleries, while Rangitoto is a dormant volcano laced with spectacular walking tracks. Many of the islands are within a 40-minute ferry ride from downtown Auckland. Hotels: The Grand by SkyCity Meal: Breakfast / Lunch /Dinner
Oct. 27 th , 2021	Auckland ->Waitomo Caves	Activities: The Waitomo Caves region is famous for its subterranean splendour. Beneath the surface of this ancient limestone region is a series of vast cave systems decorated with stalactites, stalagmites and glow-worms. Choose your level of adventure, from a guided walk and gentle boat cruise to black water rafting, caving and abseiling into the abyss. Hotel: Yosemite Gold Country Lodge Meal: Breakfast / Lunch /Dinner
Oct. 28 th , 2021	Waitomo Caves ->Rotorua	Activities: Your journey to Rotorua will take you through a mixture of farmland, lakeland and forest. Te Kuiti is the only major town you'll encounter, so stock up on picnic supplies in preparation for the drive. Serious walkers can explore the beautiful Pureora Forest Park, which is home to several rare bird species. Trout fanciers can try their luck at Lake Whakamaru. You'll know you've arrived in the city of Rotorua when you see (and smell!) the geothermal steam plumes of Whakarewarewa. Go to Te

		Puia to find out more information about Maori Arts and Crafts and the world famous Pohutu geyser. Hotel: Wai Ora Lakeside Spa Resort (围邑湖滨 spa 度假酒店) Meal: Breakfast / Lunch /Dinner
Oct. 29 th , 2021	Rotorua	Activities: Rotorua sits squarely on the Pacific Ring of Fire, so there's evidence of volcanic activity everywhere you look. Explore the geothermal areas around the region and then relax in a hot spa in the evening. Hotel: Wai Ora Lakeside Spa Resort (围邑湖滨 spa 度假酒店) Meal: Breakfast / Lunch /Dinner
Oct. 30 th , 2021	Rotorua -> Taupo	Activities: Journey to Taupo and discover the Mine Bay Maori Rock Carvings. These carvings have become an iconic cultural attraction for the Taupo region and are a clear demonstration that traditional Māori knowledge and skills continue to be passed from generation to generation. These carvings can only be reached by boat and are best viewed up close from a kayak. Hotel: Tui Oaks Motel (奥克斯汽车旅馆) Meal: Breakfast/Lunch/Dinner
Oct. 31 st , 2021	Taupo -> Wellington	Activities: Travel through the Central Plateau to get amazing volcanic views of Tongariro National Park. In Waiouru, the National Army Museum is worth a look. As you drive south towards Taihape (the Gumboot Throwing capital of the world), the landscape becomes dominated by rivers and valleys. The Mangaweka Gorge is a scenic masterpiece. Offshore from Waikanae is Kapiti Island, a nature reserve for close encounters with rare birds. The Kapiti Coast is known for its gourmet food, especially cheeses; stop for a bite before carrying on to Wellington. Hotel: Oaks Wellington Hotel Meal: Breakfast / Lunch /Dinner
Nov. 1 st , 2021	Wellington	Activities: Nestled between the harbors and the hills, Wellington is ideal for explorations on foot. Navigate a maze of street art and coffee shops before taking a tour of the nearby film studios. Other famous attractions include the Wellington Cable Car, the Houses of Parliament, Zealandia and the Wellington waterfront. Hotel: Oaks Wellington Hotel Meal: Breakfast / Lunch /Dinner
Nov. 2 nd , 2021	Wellington -> Guangzhou	Activities: Take off NZ460 at 18:10 from Wellington to Auckland at 19:10, transferring CZ306 at 22:00 at Auckland Airport to Guangzhou Baiyun International Airport at 06:00 on the second day.

		Meal: Breakfast / Lunch
Remarks Sponsor travel service: Star Ocean International Travel (SOIT) Local travel service: Worldwide Holidays Destinations: Auckland, Waitomo Caves, Rotorua, Taupo and Wellington Period: Oct. 25 th , 2021- Nov. 2 nd , 2021 Tourist number: 15 tourists (8 males; 7 females)		

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from Star Ocean International Travel (SOIT), are taking fifteen Chinese tourists to take NZ460 at 18:10 from Wellington to Auckland at 19:10, and then take CZ306 at 22:00 at Auckland Airport to Guangzhou Baiyun International Airport. Now you are looking at the picture below to find your luggage at Auckland Airport.

Airline	Flight	Origin	Due	Remarks	Carousel
Tigerair	TZ 8	Singapore	20:39	Landed	3
Tigerair	TR 2716	Singapore	21:30	Delayed	4
Virgin Australia	VA 1912	Christmas Isl	21:10	On-time	3
Jetstar	JQ 105	Denpasar-Bali	21:50	Early	3
Cathay Pacific	CX 171	Hong Kong	22:35		4
Virgin Australia	VA 62	Denpasar-Bali	00:55+	Delayed	4
Jetstar	3K 131	Singapore	23:10		4
Lufthansa	LH 9788	Singapore	23:55		3
Malaysia	MH 127	Kuala Lumpur	00:15+		4
QANTAS	QF 8424	Dubai	00:30+	Early	3
Jetstar	JQ 117	Denpasar-Bali	02:05+		3

The following aspects should be included in your speech:

- 1) Indicate the name of functional area shown in above picture;
- 2) Introduce the function of the above functional area;
- 3) Illustrate the current situation of Flight TZ 8;
- 4) Indicate the information of delayed flights;
- 5) Indicate the information of flight which is on time;

6) Indicate the information of Flight which origin country is Singapore.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass and check in the baggage at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Star Ocean International Travel (SOIT), are taking fifteen Chinese tourists to take NZ460 at 18:10 from Wellington to Auckland at 19:10. Now you are going to get the boarding pass at the check-in counter for your tour group at Wellington International Airport .

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Ask the airline agent the procedures of baggage check-in.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Star Ocean International Travel (SOIT), are taking fifteen Chinese tourists to the New Zealand. Your tour group takes CZ335 at 14:30 from Guangzhou Baiyun International Airport and arrives at Auckland Airport at 06:00 on the second day. You have arrived at Auckland Airport. Now you are going to facilitate tourists with a group visa through immigration at the Passport Control.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;

- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;
- 7) Indicate where to stay in the New Zealand;
- 8) Indicate the amount of local currency that each tour member takes with. (Nobody exceeds the limit of NZ\$10,000)

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from Star Ocean International Travel (SOIT), are taking fifteen Chinese tourists to take NZ460 from Wellington to Auckland, and then take CZ306 at Auckland Airport to Guangzhou Baiyun International Airport. Unluckily, one of your tourists, Li Hua, who has lost his passport at Auckland Airport.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按 需 选 备

（3）考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注

素 养 要 求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求 80%	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入 境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一	

			处扣 1 分。	
	特殊情况 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

10. 试题编号：2-1-10 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 离境手续，处理相关特殊情况。

Background information

1) Itinerary

Eight Days' Tour— France and Switzerland

Dates	Destinations	Activities, Hotels & Meals
May 25 th , 2022	Beijing-> Paris	Activities: Take LX197 at 06:45 from PEK airport, and arrive at ZRH airport at 11:20, and then take LX638 at 12:30, arriving at CDG airport at 13:50 at local time. Hotels: Holiday Inn Paris Opera Grands Boulevards (Opera - Department Stores (9), 32 Boulevard Poissonniere) Meal: Dinner
May 26 th , 2022	Paris	Activities: <i>A journey that provides thrill each day of the trip</i> On arrival, our representative will greet you at the airport. Meet with your English-speaking car driver and proceed to the hotel. Our team members will take care of your Check-In procedure. After completing, proceed to the room decorated with dim lights, rose petals and Champagne. You can relax or take a walk in the evening. Visit Galeries Lafayette, champ Elysees and nearby area, also try some local dishes of Paris. Later, return to the hotel for overnight stay. Hotels: Holiday Inn Paris Opera Grands Boulevards (Opera - Department Stores (9), 32 Boulevard Poissonniere) Meal: Breakfast / Lunch /Dinner
May 27 th , 2022	Paris	Activities: <i>City tour with a live guide</i> On the 2nd day of the trip, enjoy your morning breakfast and get ready to explore the highlights of the city with a live guide. You will be picked up from the hotel at 1 pm by the guide and head towards the city. You will explore several places like Montmartre and Eiffel tower which has a beautiful view of the city. Every tourist visits Paris to witness the great

		views seen from the Eiffel tower. Later, you will go on a cruise, where you can enjoy your time exploring the great activities which a cruise offers. Return to the hotel after a fun day and stay overnight. Hotels: Holiday Inn Paris Opera Grands Boulevards (Opera - Department Stores (9), 32 Boulevard Poissonniere) Meal: Breakfast / Lunch /Dinner
May 28 th , 2022	Paris	Activities: <i>A day full of entertainment at Paris</i> On the 3rd day of the trip, have your morning breakfast and head out for a day tour. You will be visiting the Montparnasse Tower in the morning which is the tallest building in Paris. The panoramic floor is located on the 56th floor and the view is simply impeccable. The architecture is fabulous and the work on the tower is intricate. This tour provides you with great experience and offers many things to learn. Later, return to the hotel for overnight stay. Hotels: Holiday Inn Paris Opera Grands Boulevards (Opera - Department Stores (9), 32 Boulevard Poissonniere) Meal: Breakfast / Lunch /Dinner
May 29 th , 2022	Lucerne	Activities: <i>A wonderful city which offers many good moments</i> Enjoy your morning meal, check-out from the hotel and get a transfer to the station by a private car. Take a train to Lucerne. After arriving at Lucerne, complete the check-in procedure of the hotel and enjoy your remaining leisure time. You can explore the city on your own. You may visit Mount Rigi which offers amazing views or enjoy a cruise ride on the lake which is included in your Swiss pass. Later, enjoy your night time at the great nightclubs which offers great music to dance on. Later, return to the hotel for overnight stay Hotels: Drei Könige (Bruchstrasse 35, 6003 Luzern, Switzerland) Meal: Breakfast / Lunch /Dinner
May 30 th , 2022	Luzern	Activities: <i>A lovely day tour</i> On the 5th day of the trip, have your morning meal of the day and head out for a fun day. Your first stop would be visiting Mount Titlis. Experience an enthralling ride at the revolving Gondola. This gondola ride is one of a kind and as you reach the Mount Titlis, the glacier view

		will blow your mind. Have a great lunch here and later in the evening, return to Luzern which takes about 2 hrs and return to the hotel for an overnight stay. Hotels: Drei Könige (Bruchstrasse 35, 6003 Luzern, Switzerland) Meal: Breakfast / Lunch /Dinner
May 31 st , 2022	Zurich	Activities: <i>A day at Zurich</i> On the 6th day of the tour, enjoy your morning breakfast and Check-out from the hotel and head towards Zurich by a train using your Swiss rail pass. After arriving at Zurich, Check-In in the hotel and enjoy the remaining day on your own. Explore the beautiful scenery or go shopping at the best shopping center in Zurich. You can explore the old town of Zurich which is also known as Altstadt which reflects its pre-medieval history on either side of the Limmat River. Later in the evening, take a free walk by the lake and enjoy the night view. Return to the hotel for overnight stay. Hotels: Xtra Hotel (Limmatstrasse 118 Zurich - 8005) Meal: Breakfast / Lunch /Dinner
June 1 st , 2022	Zurich-> Beijing	Activities: Take LX196 at ZRH airport at 13:20, arriving at PEK airport at 05:15 on the second day. Hotels: Xtra Hotel (Limmatstrasse 118 Zurich - 8005) Meal: Breakfast
Remarks Sponsor travel service: Beijing Shenzhou International Travel Service Group (BTG) Local travel service: Joy Travel Destinations: France and Switzerland Period: May 25th, 2022- June 1st, 2022 Tourist number: 13 tourists (6 males; 7 females)		

2) Hand Baggage

Hand baggage is included as part of all of our tickets and depending on the cabin you might be able to take more than just the one bag. Whichever cabin you're in, the size of your bag needs to be a maximum of 23 x 36 x 56cm (that's around 9 x 14 x 22 inches).

All passengers flying in our Economy (Light, Classic & Delight) or Premium cabins can take one piece of hand baggage per person weighing up to 10kg (or 22lb).

All Upper Class passengers can take up to two pieces of hand baggage per person, weighing up to 12kg (26lb) for one bag, or up to 16kg (35lb) combined weight. So, for example, you could take a 12kg bag and another little bag of 4kg.

Babies and toddlers aged 0-23 months are entitled to one bag each weighing up to 6kg (or 13lb). Any children aged 2+ years are entitled to the same amount of hand baggage as an adult in the cabin allowances shown above. When travelling with infants or children you can bring a fully collapsible pushchair (which we can take from you at the gate and pop in the hold) and car seat, in addition to the free check in allowance.

Alternatively, the following foldable buggies are permitted in the cabin with you as your hand baggage: GB Pocket, Britax Holiday, Silver CrossJet, BabyZen YoYo.

To help with baggage conundrums, we've compiled the following list to clarify the bits and bobs you can take onboard in addition to the allowances above:

- Your handbag, small backpack/rucksack, pocketbook or purse, as you would normally use it (in other words, not just being used to contain items that would otherwise be regarded as baggage)
- Your overcoat or wrap
- Your umbrella or walking stick (these cannot be pointed or sharp)
- A small camera and/or pair of binoculars
- A reasonable amount of reading matter for the flight
- An infant's food (for consumption on the flight)
- A small amount of duty-free goods
- Headphones for onboard use (they'll need the standard 3.5mm jack).

You can bring laptops onboard, as long as you can fit them into your hand baggage. If you're planning to bring any large electrical items with you (such as laptops), please remember that you'll need to remove them from your bag for security screening. You'll be asked to place them in a tray so they can be clearly scanned.

Mobility aids such as walking aids and manual collapsible wheelchairs can also be taken onboard some of our flights. Make sure you have a look at our Mobility aids and wheelchairs page for all the information on this.

You can carry the following items onboard, but you can't smoke them:

- Electronic cigarettes
- Rolling tobacco
- Cigarette lighters including butane, absorbed fuel (Zippo style) and battery-powered lighters can be carried on the person, except on flights to Antigua, Barbados, Grenada, Tobago, Havana and Delhi.
- Cigarettes
- Cigars
- Cigarette papers

Items not allowed onboard in your hand luggage

- Smart bags (unless the batteries can be removed)
- Torch-style cigarette lighters
- Non-safety matches
- Toy or replica guns (plastic or metal)
- Catapults
- Sharp items – this includes household items such as household cutlery, knives (of any length), paper knives, razor blades or darts
- Hypodermic syringes – unless you have a medical condition that requires you to inject on the flight. Find more information below.
- Scissors (scissors with blunt/round-ended blades, metal or plastic, less than 6cm in length or scissors with metal blades and pointed tips under 3cms are permitted)
- Sporting bats
- Billiard, snooker or pool cues
- Tradesmen's tools (however, US airports will allow screwdrivers, wrenches, pliers and other tools, but not crowbars, drills, hammers or saws, as long as they are seven inches or less in length)
- Any dangerous articles such as flammables, corrosives, poisons, radioactive materials, ammunition, firearms or explosives.

For the full list of items that are not allowed onboard the flight, head over to our Dangerous articles page.

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists back to China at ZRH airport. Now you are going to find the boarding gate E9 for your tour group.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture A and B;
- 2) Introduce the function of the airport area in picture A and B;
- 3) Describe the boarding information of Flight LX196 according to picture B;
- 4) Illustrate the relations between picture A and picture B.

Task 2 办理登机手续 (30%)

Directions: You are required to check in luggage at the check-in counter based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to take LX196 back to Beijing at ZRH airport. Now you are going to check in luggage at the check-in counter.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) State the Hand baggage policy concerning weight and size of baggage;
- 5) Indicate the items not allowed onboard in your hand luggage.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to take LX196 back to Beijing at ZRH airport. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the things that you have declared (one Sony laptop and three iPods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;
- 4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to take LX196 back to Beijing. Arriving at ZRH airport, the tour members are going to get their baggage in baggage reclaim area. Li Xiang who is one of the tour members picks up his luggage off the baggage carousel and notices that the handle is broken and some of his clothes are falling out of the open zipper. And a smartphone in the bag is missing and everything is in disarray.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备

工具	自备导游旗、小蜜蜂扩音器、其他道具	按 需 选 备

(3) 考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素 养 要 求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求 80%	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	

	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

11. 试题编号：2-1-11 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Eight Days' Tour— Singapore

Dates	Destinations	Activities, Hotels & Meals
July 15 th , 2022	Guangzhou-> Singapore	Activities: Take TR101 at 10:40 from Guangzhou Baiyun International Airport and arrive at Singapore Changi Airport at 14:40. Hotels: Raffles Singapore Meal: Dinner
May 16 th , 2022	Singapore	Activities: 1. Gardens by the Bay Begin your discovery of our city's most popular attractions at Gardens by the Bay. This 101-hectare space of verdant greenery comprises three massive cooled conservatories filled with natural splendor. You'll be able to spend most of the day marveling at the rare flora on display at the Flower Dome, exploring the mist-filled landscape of Cloud Forest, and marveling at the majesty of the garden's Supertrees. Be sure to scale Cloud Mountain for unforgettable views, and snap a photo or two atop the OCBC Skyway. 2. Art Science Museum™ If you're an art enthusiast, you'll want to make a beeline for the Art Science Museum™. This beloved establishment blurs the lines between artistry and technology, with exhibitions like Future World: Where Art Meets Science. To feed your Instagram, take a stroll over to Merlion Park, where you can snap photos of our city's most famous icon. 3. Marina Bay Sands® In the evening, take a stroll along the waterfront to Marina Bay Sands®. This integrated resort is filled with attractions for the discerning visitors, ranging from sky-high party spots to luxury shopping opportunities. The Shoppes at Marina Bay Sands® houses a trove of global brands and luxury labels—from Alexander McQueen to Audemars Piguet—while the party never ends at clubs like MARQUEE

		Singapore and CÉ LA VI. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 17th, 2022	Singapore	Activities: 4. Tanjong Beach Club Sun, sand and surf await you on your second day in Singapore. Located off our city’s southern shore, the island resort of Sentosa is famous for its white beaches, family-friendly attractions and action-packed offerings. Each of the island’s three beaches possess their own unique charms, from tranquil Tanjong Beach to the hustle and bustle of Siloso Beach. We suggest soaking up the sun rays with a cocktail in hand at Tanjong Beach Club. 5. Universal Studios Singapore Spend the rest of the day experiencing the magic of the movies at Universal Studios Singapore. This theme park is home to a host of exhilarating rides, spread across seven movie-themed districts. 6. Night Safari As dusk falls over our city, take a walk on the wild side at the Night Safari. The world’s first-ever park for nocturnal animals holds over 130 different species, from the Malayan tiger to the Indian rhinoceros. You’ll be able to get up close and personal with these wondrous creatures by embarking on one of four walk trails. If you’re feeling a little tired from the day’s activities, we recommend taking the tram ride instead. This 35-minute experience will take you across all seven of the wildlife park’s distinct habitats. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 18th, 2022	Singapore	Activities: 7. National Museum of Singapore Singapore’s rich colonial history and bright future intertwine in the Civic District, where museums and colonial buildings sit alongside skyscrapers and modern shopping malls. Spend the early part of the day exploring our city’s culture and heritage at the National Museum of Singapore. Our nation’s history comes to vivid life at this grand old dame of local museum, and its exhibitions are bound to enchant and inform in equal measure. Uncover the world of shamanic Southeast Asian beliefs at the Magic and Menace exhibition or learn about our nation’s past at the Singapore History Gallery. If

		you're looking for a souvenir, be sure to check out the quirky, art-inspired wares at the Museum Label, the establishment's retail brand. 8. National Gallery Singapore In the afternoon, pay a visit to the National Gallery Singapore, where you'll find art from all across the globe. Housed in twin buildings that were once our county's City Hall and Supreme Court, this world-class institution boasts to over 8,000 works of art from Singapore and across the region. 9. Orchard Road The Lion City's reputation as a retail paradise finds full expression at Orchard Road, our island's most famous shopping belt. You'll be able to spend most of the evening treasure-hunting at the many malls along this bustling retail stretch. Global brands and fashionable threads abound at malls like ION Orchard and Wisma Atria, while luxury brands can be found at The Heeren and Mandarin Gallery. Orchard Road is also home to a trove of world-class restaurants, including Michelin-worthy establishments like bení, Les Amis and Alma by Juan Amador. 10. Design Orchard Peruse lovingly-crafted local wares at Design Orchard, or hunt for the latest gadgets at The Apple Store. Thirsty visitors should make their way to Emerald Hill. This charming neighborhood is home to a handful of bustling watering holes that serve up ice-cold beer and live music acts. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 19 th , 2022	Singapore	Activities: 11. Chinatown With its lantern-festooned streets, hip boutiques and age-old temples, Chinatown is a tantalizing blend of old and new. To immerse yourself in Singapore's rich culture, take a stroll down South Bridge Road. Masjid Jamae, Sri Mariamman Temple, and Buddha Tooth Relic Temple & Museum all possess striking architecture and fascinating insights, and are testament to Singapore's religious diversity. 12. Chinatown Heritage Centre Alternatively, pay a visit to the Chinatown Heritage Centre. Located within three beautifully restored shophouses on Pagoda Street, the

		space's galleries boast multisensory exhibits that showcase the lives of Chinatown's earliest residents. 13. Chinatown Complex Food Centre Break for lunch at Chinatown Food Complex, Singapore's largest hawker center. The establishment is home to over 260 food vendors, as well as Liao Fan Hong Kong Soya Sauce Chicken Rice & Noodle, the world's most affordable Michelin meal. 14. Lim Chee Guan Before leaving the district, be sure to bring back a taste of Singapore. The bak kwa (barbequed meat slices) from Lim Chee Guan and spices from Anthony the Spice Maker both make for great edible souvenirs. 15. Haji Lane You'll want to time your visit to this historic neighborhood just as the sun sets. The golden-domed Sultan Mosque—Kampong Gelam's most striking landmark—makes for a beautiful photo opportunity at dusk. Gregarious travelers will find ample opportunity to socialize by embarking on a bar hop along Haji Lane. This narrow street is home to a whole range of hip watering holes and buzzing bars, from the New Age-themed Going Om to live performance venue Blu Jaz Café. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 20 th , 2022	Singapore	Activities: 16. Singapore Botanic Gardens While most modern metropolises are urban sprawls, Singapore has a reputation for being a city in a garden, with green spaces and parks dotting the entire island. Spend the day amidst nature and tranquility at Singapore Botanic Gardens. This UNESCO heritage site is filled with beautiful flora, including over 600,000 orchid plants at the National Orchid Garden. To learn more about this 161-year-old garden, drop by the Singapore Botanic Gardens Heritage Museum. This beautifully conserved colonial building will clue you in on the space's long and colorful history. 17. The Halia Restaurant Peckish nature lovers can break for lunch at The Halia—located amidst the one-hectare Ginger Garden. The restaurant specializes in Western fare, and you'll be able to indulge in a variety of pastries, salads and brunch staples. 18. The Southern Ridges

		In the evening, take a stroll along The Southern Ridges. This lush, 10-kilometre long stretch is popular among local birdwatchers and nature enthusiasts, and connects some of Singapore's most beautiful green spaces, like Mount Faber Park, Labrador Nature Reserve and Hort Park. Henderson Waves—a pedestrian bridge suspended 36 meters above the ground—is a great place to kick back and relax if you're feeling tired. Time your visit around dusk and you'll be treated to some spectacular sunset views. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 21 st , 2022	Singapore	Activities: Spend your last day in Singapore exploring the aptly-named Jewel Changi before jetting off. Easily accessible from all of Changi Airport's terminals, this scintillating space boasts awe-inspiring spectacle, world-class retail and delicious food galore. The centerpiece at Jewel Changi is undoubtedly the HSBC Rain Vortex—the world's largest indoor waterfall. Surrounded by the terraced Shiseido Forest Valley, this marvel of modern engineering is a great place to relax and unwind. Families looking to romp with their children can head to the Canopy Park, where they can lose themselves amidst the twists and turns of the Mirror Maze, jump for joy with the Manulife Sky Nets – Bouncing and admire the artistic beauty of the Discovery Slides. Before embarking on flight, you can sate your cravings for Peranakan fare at Violet on Singapore, or visit Tiger Street Lab for hawker delicacies and an ice-cold mug of local beer. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 22 nd , 2022	Singapore -> Guangzhou	Activities: Take off TR100 at Singapore Changi Airport at 05:20, arriving at Guangzhou Baiyun International Airport at 09:25.
Remarks Sponsor travel service: China Youth Travel Service Local travel service: Sunflower Holidays Destination: Singapore Period: July 15th, 2022- July 22nd, 2022 Tourist number: 13 tourists (6 males; 7 females)		

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking thirteen Chinese tourists back to China at Singapore Changi Airport. Now you are going to go through the security check.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in above picture B;
- 2) Introduce the function of the airport area in picture A and B;
- 3) Illustrate the things that don't need to remove according to picture A;
- 4) List the five contraband goods as you know.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass and check in the baggage at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking thirteen Chinese tourists to take TR100 back to Guangzhou at Singapore Changi Airport. Now you are going to check in at the check-in counter for your tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;

- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Confirm the procedures of baggage check-in.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking fifteen Chinese tourists to the UK. Your tour group takes TR101 at 10:40 from Guangzhou Baiyun International Airport to Singapore Changi Airport at 14:40. Now you have arrived at Singapore Changi Airport. You are going to facilitate tourists with a group visa through immigration at the Passport Control.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;
- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;
- 7) Indicate where to stay in the Singapore;
- 8) Indicate the amount of local currency that each tour member takes with. (Nobody exceeds the limit of S\$10,000)

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China Youth Travel Service (CYTS), are taking thirteen Chinese tourists to take TR100 back to Guangzhou. You have arrived at Singapore Changi Airport and are going through security check. Unexpectedly, the contraband gets them into trouble: An old lady, Wang Lin, who suffers from rheumatism brings with her 7

bottles of Chinese liquid herbal medicine. An airport security officer asks her to present the prescription issued by doctor, but she can't provide any. The old lady says repeatedly that the tour leader doesn't say anything about the contraband before the trip and the medicine is very important to her health.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

(3) 考核时量

考试时间: 90 分钟。其中, 面试时间 15 分钟, 描述机场功能区域、办理登机和入境手续, 处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求, 职业道德信念强, 尽职尽责, 具备出境领队基本素质, 具有良好的人际沟通能力、灵活应变和独立工作能力, 具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质, 具备跨文化交际的意识和能力, 服务游客热情真诚礼貌, 出入境服务耐心细致周到, 妆容得体, 举止文明大方。	
	操作规范	10	熟悉 Office 办公软件, 具备使用办公设备的能力, 操作规范。工作场地脏乱差、严重违反考场纪律, 造成	

			恶劣影响的，本项计 0 分。	
技能要求 80%	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

12. 试题编号：2-1-12 出入境服务

（1）任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 入境手续，处理相关特殊情况。

Background information

1) Itinerary

Eight Days' Tour— Singapore

Dates	Destinations	Activities, Hotels & Meals
July 15 th , 2022	Guangzhou-> Singapore	Activities: Take TR101 at 10:40 from Guangzhou Baiyun International Airport and arrive at Singapore Changi Airport at 14:40. Hotels: Raffles Singapore Meal: Dinner
May 16 th , 2022	Singapore	Activities: Our team member will meet and greet you at the Singapore airport and transfer to the hotel in a private vehicle. Upon arrival, you will check into the hotel and relax until it's time to visit Night Safari. Night Safari is a prime tourist destination in Singapore since it's the first nocturnal zoo in the world. There are more than 2500 animals from different species in the zoo. You will see many endangered animals being conserved at the zoo. After completing the tour, you will return to the hotel for night stay. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 17 th , 2022	Singapore	Activities: After a nice breakfast in the morning, you will proceed to visit Universal Studio on a day tour. Universal Studio in Singapore, a theme park, is the first to be opened in southeast Asia and second in Asia. You can enjoy animal shows, movies, live performance, rides and other fun activities in the park. If you need a short break, there are plenty of world-class restaurants to enjoy. After a fun day, you will head back to the hotel for night stay. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 18 th , 2022	Singapore	Activities: In the morning, after breakfast, you will proceed for a tour of Garden by the Bay. Once you enter the nature park, you will feel like in another world. You can visit Cloud Forest, Supertree Grove, Children's Garden, and Horticultural themed Gardens to be astounded by the

		greenery and beauty. Return to the hotel at the end of the day for a night stay. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 19 th , 2022	Singapore	Activities: Enjoy a delicious breakfast and head out to enjoy the charms of Sentosa Island. On arrival, you will sign in the hotel and chill before heading out to visit Sentosa Island. You can access the island via road, ferry or cable car too. The island, located on the Southern coast of Singapore, has beautiful beaches & crystal-clear water and also offers various water sports activities. You can also visit SEA aquarium, Adventure Park, and Skyline Luge Sentosa on the island. Afterward, you will return to the hotel for night stay. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 20 th , 2022	Singapore	Activities: After breakfast in the morning, you will get ready for a half day tour of the City. You will visit some of the prime locations for tourist attraction as Singapore Botanic Garden, Singapore Flyer, Orchard Road, Chinatown Singapore and likewise. After the tour, you will have leisure time to spend on own. You can explore the city for yourself or go shopping. After a fun-filled day, get back to the hotel and enjoy a comfortable night's sleep. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 21 st , 2022	Singapore	Activities: Grab a delicious breakfast meal this morning and do things as per you please. Since the day is at leisure, plan the day according to what you like. You could indulge in sightseeing and activities as per your liking and own expense. It is suggested you try out the local cuisine today and maybe indulge in some shopping. At the end of the day, get back to the hotel to enjoy a comfortable night's sleep. Hotels: Raffles Singapore Meal: Breakfast / Lunch /Dinner
July 22nd, 2022	Singapore -> Guangzhou	Activities: Take TR100 at Singapore Changi Airport at 05:20 and arrive at Guangzhou Baiyun International Airport at 09:25.
Remarks Sponsor travel service: Beijing Shenzhou International Travel Service Group (BTG) Local travel service: Hong Thai Travel Destination: Singapore		

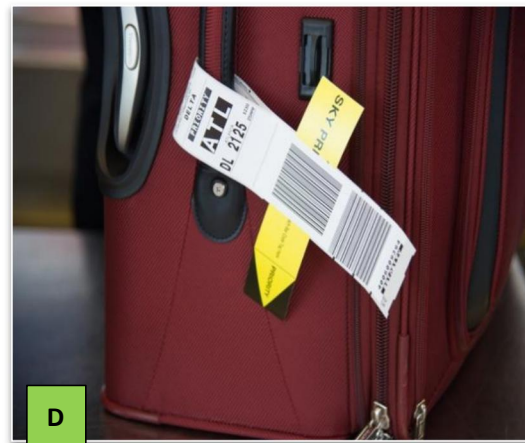
Period: July 15th, 2022- July 22nd, 2022

Tourist number: 13 tourists (4 males; 9 females)

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to Singapore. Now you are arriving at Singapore Changi Airport.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in picture A, B, C and D respectively;
- 2) Introduce the function of the airport area in picture A, B, C and D respectively;
- 3) Describe the key information of picture A;
- 4) Illustrate the key information in picture B.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass and check in the baggage at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to take TR100 back to Guangzhou at Singapore Changi Airport. Now you are going to check in at the check-in counter for your tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Confirm the procedures of baggage check-in.

Task 3 办理入境手续 (30%)

Directions: You are required to facilitate tourists with a group visa through immigration based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to the UK. Your tour group takes TR101 at 10:40 from Guangzhou Baiyun International Airport to Singapore Changi Airport at 14:40. Now you have arrived at Singapore Changi Airport. You are going to facilitate tourists with a group visa through immigration at the Passport Control.

The following aspects should be included in your speech:

- 1) Greet the immigration officer and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Tell the immigration officer your purpose of visit and length of stay;
- 4) Indicate your travel schedule to the immigration officer;
- 6) Indicate the key information of a return ticket;
- 5) Indicate the name of the local travel agency;

- 7) Indicate where to stay in the Singapore;
- 8) Indicate the amount of local currency that each tour member takes with. (Nobody exceeds the limit of S\$10,000)

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from Beijing Shenzhou International Travel Service Group (BTG), are taking thirteen Chinese tourists to take TR100 back to Guangzhou. On the flight, Li Hua, a member of your group, feels like vomiting and seems to have got airsickness.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按 需 选 备

（3）考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工	

养 要 求 20%			作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求 80%	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入 境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况 处理	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于

	16 分	6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	2 句，本题计 0 分。
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

13. 试题编号：2-1-13 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理转机和离境手续，处理相关特殊情况。

Background information

1) Itinerary

Eight Days' Tour—Kuala Lumpur and Langkawi

Dates	Destinations	Activities, Hotels & Meals
May 25 th , 2022	Guangzhou -> Kuala Lumpur	Activities: Take TR101 at 10:40 from Guangzhou Baiyun International Airport, transferring at Singapore Changi Airport, and arrive at Kuala Lumpur International Airport at 20:35. Hotels: Ibis Styles Kuala Lumpur Fraser Business Park (Jalan Metro Pudu 1 Fraser Business Park, Off Jalan Yew Kuala Lumpur - 55200) Meal: Dinner
May 26 th , 2022	Kuala Lumpur	Activities: <i>Witness the night beauty of Kuala Lumpur</i> After you arrive at the airport, you will be greeted by the representative. Then the representative will arrange the vehicle for you, and you will be going to your pre-book hotel. After reaching the hotel, you need to check in there. After taking some rest, get ready to witness the Kuala Lumpur city. In the evening, you will be taken on a tour to witness the nightlife of Kuala Lumpur. Enjoy the evening and return back to hotel. Take rest and stay. Hotels: Ibis Styles Kuala Lumpur Fraser Business Park (Jalan Metro Pudu 1 Fraser Business Park, Off Jalan Yew Kuala Lumpur - 55200) Meal: Breakfast / Lunch /Dinner
May 27 th , 2022	Kuala Lumpur	Activities: <i>Enjoy your day at Genting Highlands</i> Wake up early and have your breakfast. After that, you will be taken on a tour to Genting Highlands. There enjoy the awesome scenery and enjoy the place. Then from there, you will be going to Batu Caves. At Batu Caves, enjoy the Cable Car ride. After all this, at the end of the day, you will be returning back to your hotel. Have your dinner and take rest. Hotels: Ibis Styles Kuala Lumpur Fraser Business Park (Jalan Metro Pudu 1 Fraser Business Park, Off Jalan Yew Kuala Lumpur - 55200) Meal: Breakfast / Lunch /Dinner

May 28 th , 2022	Langkawi	Activities: <i>Go to beautiful Langkawi</i> Today, you need to pack your bags fast after having your breakfast. Then you need to check out from the hotel. After that, you will be taken to the airport and then take a flight to Langkawi. After reaching there, you will be taken to your pre-book hotel. There you need to check in and then take rest for entire day. This day will be a leisure day for you. Hotels: Bella Vista Waterfront Langkawi (Persiaran Mutiara, Pusat Dagangan Kelana Mas Kuah 07000, Langkawi, Kedah Darul Aman, Malaysia) Meal: Breakfast / Lunch /Dinner
May 29 th , 2022	Langkawi	Activities: <i>Enjoy the water sports at Langkawi</i> Wake up early after a rest day. Have your breakfast and get ready for trip. Today, you will be taken for Scuba diving. After enjoying the scuba, you will then go for a Banana boat ride. From there you will be enjoying some more water sports out there. After spending an entire day with water sports, you will be returning back to hotel. Have your dinner and stay Hotels: Bella Vista Waterfront Langkawi (Persiaran Mutiara, Pusat Dagangan Kelana Mas Kuah 07000, Langkawi, Kedah Darul Aman, Malaysia) Meal: Breakfast / Lunch /Dinner
May 30 th , 2022	Langkawi	Activities: <i>Go on a trip to Mangrove and enjoy dinner at cruise</i> Wake up early and have your breakfast. Then you will be taken on a trip to the Mangrove forest. Enjoy your day at Mangrove forest and then in the evening, you will be going to cruise. You will be having your dinner at the cruise and witness some beautiful view from the cruise. Then you will be returning back to hotel and take rest. Hotels: Bella Vista Waterfront Langkawi (Persiaran Mutiara, Pusat Dagangan Kelana Mas Kuah 07000, Langkawi, Kedah Darul Aman, Malaysia) Meal: Breakfast / Lunch /Dinner
May 31 st , 2022	Langkawi	Activities: <i>Enjoy the beautiful beaches at Langkawi</i> After having an awesome day at Mangrove trip, today will be a leisure

		day for you. Have your breakfast and then you can go for local sightseeing. Apart from that, you can also go for beaches and enjoy the entire day at these beautiful beaches. Return back to hotel and have your dinner. Hotels: Bella Vista Waterfront Langkawi (Persiaran Mutiara, Pusat Dagangan Kelana Mas Kuah 07000, Langkawi, Kedah Darul Aman, Malaysia) Meal: Breakfast / Lunch /Dinner
June 1 st , 2022	Kuala Lumpur ->Guangzhou	Activities: Take CZ350 at Kuala Lumpur International Airport at 15:55, arriving at Guangzhou Baiyun International Airport at 20:00. Meal: Breakfast
Remarks Sponsor travel service: Hunan Overseas Travel (HOT) Local travel service: Sunflower Holidays Destinations: Kuala Lumpur and Langkawi Period: May 25th, 2022- June 1st, 2022 Tourist number: 10 tourists (5 males; 5 females)		

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists back to China at Kuala Lumpur International Airport. Now you are going to find your boarding gate 8.

INTERNATIONAL DEPARTURES					
Airline	Flight	Destination	Schd	Estm	Gate
FIJI AIRWAYS	FJ 211	Tongatapu	1535		
QANTAS	VA 180	Sydney	1535		
QANTAS	VA 194	Melbourne	1630		
QANTAS	VA 176	Brisbane	1700		
QANTAS	VA 184	Melbourne	1735		
Jetstar	JQ 126	Gold Coast	1800		
FIJI AIRWAYS	FJ 931	Melbourne	DEPARTED		
QANTAS	QF 396	Melbourne	DEPARTED		
FIJI AIRWAYS	FJ 915	Sydney			3
QANTAS	QF 346	Sydney			3
FIJI AIRWAYS	FJ 810	Los Angeles	2140		7

The following aspects should be included in your speech:

- 1) Indicate the name of functional area shown in above picture;
- 2) Introduce the function of the above functional area;
- 3) Illustrate the current situation of flight FJ 931;
- 4) Indicate the information of flights which have already departed;
- 5) Indicate the information of flight boarding at Gate 3;
- 6) Indicate the information of flight that the boarding time is 21:40.

Task 2 办理转机手续 (30%)

Directions: You are required to collect onward flight boarding pass at the transfer desk for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists to take off CZ350 at Kuala Lumpur International Airport. Now you are going to collect onward flight boarding pass at the transfer desk for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your connecting flight number and departure time;
- 4) Indicate your seat preferences to the airline agent (Seats should be as close to each other as possible);
- 5) Ask the airline agent the way to the boarding gate.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists to take off CZ350 at Kuala Lumpur International Airport. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the thing that you have declared (three iPods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;
- 4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists to take off CZ350 at Kuala Lumpur International Airport. After you have arrived at the airport, you hear an announcement that says “This is an announcement for all passengers travelling on the flight CZ350 to Guangzhou. This flight is canceled due to some mechanical problems. The airline wishes to apologize for any inconvenience caused by the flight disruption.”

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间备考教室每位考生一台电脑; 每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考试时间: 90 分钟。其中, 面试时间 15 分钟, 描述机场功能区域、办理登机和入境手续, 处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	描述机场功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣	

			0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况 处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

14. 试题编号：2-1-14 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理登机 and 离境手续，处理相关特殊情况。

Background information

1) Itinerary

Seven Days' Tour—Phuket, Krabi and Pattaya

Dates	Destinations	Activities, Hotels & Meals
July 15 th , 2022	Shanghai -> Phuket	Activities: Take HO1357 at 20:55 from Shanghai Pudong International Airport and arrive at Suvarnabhumi International Airport at 00:30 on the second day. Take off VZ314 at 07:00 from Suvarnabhumi International Airport to Phuket International Airport at 08:30. Upon arrival in Phuket, you will be transferred to the hotel. Once you reach the hotel, proceed with the check-in process. In the evening, you'll be picked up from the hotel and taken for the Phuket Fantasia Show, which is inspired by the gallantarily rich and exotic heritage of Thailand. Finally, you're taken back to the hotel for a comfortable overnight stay. Hotels: Patong Resort Hotel (Patong Beach, 208 Raj-Uthit 200 Pee Rd., Patong Beach) Meal: Breakfast / Lunch /Dinner
July 16 th , 2022	Phuket	Activities: <i>Paradisiacal Phi-Phi Islands!</i> On the second day of your Thailand's 7days tour package after breakfast, get ready for a full-day tour to the Phi Phi Islands. With this island tour, you will get to explore the various lesser-explored areas of the PhiPhi Islands. First, you visit the Bamboo Island that is indebted with the beauty of golden beaches and crystal-clear water, a setting apt for snorkeling. Then, you will get to visit the famous Maya Bay where the movie the Beach was filmed. Then, you return to Phuket in mid-afternoon and are transferred back to the hotel. Hotels: Patong Resort Hotel (Patong Beach, 208 Raj-Uthit 200 Pee Rd., Patong Beach) Meal: Breakfast / Lunch /Dinner

July 17 th , 2022	Phuket ->Krabi	Activities: <i>The next destination is Krabi!</i> As you check out from the hotel from Phuket, you will be transferred to Krabi. After reaching Krabi, check-in at your respective Krabi hotel and the rest of the day is for you to relax at the hotel or explore your surroundings and have fun. This is the second phase of your Thailand tour itinerary. Enjoy overnight stay at the hotel. Hotel: Sunda Resort (19 Moo 3 Muang Krabi, Ao Nang, Krabi Town 81000, Thailand) Meal: Breakfast/Lunch/Dinner
July 18 th , 2022	Krabi	Activities: <i>Get ready to have fun at the four-island tour!</i> After a delicious breakfast, our tour guide will pick you from your hotel for a half day Four Island tour, which includes join speedboat transfers. You can visit Koh Kai Island (Chicken Island) for a nice photo of rock formation. Later on, continue to Koh Tup Island and Koh Mor Island which is an "Unseen Thailand" called Talay Waek, where it's possible to walk to each other during the low tide of the sea. The last stop will be Phranang Cave. In order to visit the cave, you've to swim and snorkel in the crystal blue sea, or else, you can simply choose to just relax on the white sandy beach before returning to the pier and your hotel. Hotel: Sunda Resort (19 Moo 3 Muang Krabi, Ao Nang, Krabi Town 81000, Thailand) Meal: Breakfast/Lunch/Dinner
July 19 th , 2022	Krabi ->Bangkok-> Pattaya	Activities: <i>The third stop is Pattaya!</i> After checking out from the hotel in Krabi and flying to Bangkok, you will be transferred to Pattaya. You'll be picked up from the airport and dropped to the hotel in Pattaya. Upon reaching the hotel, you can relax in or you can opt to explore your surroundings and there'll be overnight stay in the hotel. This is the third phase of your Thailand's 7-day tour package. Hotel: Golden Sea Pattaya (316/152 Moo 10, Soi Chalermprakit 33, Pattaya 3rd Rd., Pattaya 20150, Thailand) Meal: Breakfast / Lunch /Dinner
July	Pattaya	Activities: <i>Excursion to Coral Island</i>

20 th , 2022		After having breakfast, prepare for the Coral Island excursion. Enjoy your trip to the Coral Island and soak in the bliss of nature at its best. You will also be served a scrumptious lunch. Later, return to the hotel for a comfortable overnight stay. Hotel: Golden Sea Pattaya (316/152 Moo 10, Soi Chalermprakiat 33, Pattaya 3rd Rd., Pattaya 20150, Thailand) Meal: Breakfast / Lunch /Dinner
July 21 st , 2022	Pattaya-> Bangkok-> Shanghai	Activities: <i>The one where you fly back home!</i> After breakfast, you will be checking out from the hotel standard checkout time. You would get a private transfer from Pattaya to Bangkok till the airport. From there onwards, fly back home with lovely memories to cherish. With this, your Thailand tour itinerary comes to an end. You will take 3U8146 at 17:45 from Suvarnabhumi International Airport to Shuangliu International Airport at 22:00, transferring 3U8961 at 07:35 at Chengdu Shuangliu International Airport to Shanghai Pudong International Airport at 10:30 on the second day.
Remarks Sponsor travel service: Hunan Overseas Travel (HOT) Local travel service: AK House Destinations: Phuket, Krabi and Pattaya Period: July 15th, 2022- July 21st, 2022 Tourist number: 10 tourists (5 males; 5 females)		

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists back to China. Now you are arriving at Suvarnabhumi International Airport.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in picture A;
- 2) **A**roduce the function of the airport area in **B**re A and B;
- 3) Describe how to get a VAT refund when moving overseas according to picture B;
- 4) List the four tax refund companies in airport as you know.

Task 2 办理登机手续 (30%)

Directions: You are required to get the boarding pass and check in the baggage at the check-in counter for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists back to China at Suvarnabhumi International Airport. Your tour group takes 3U8146 at 17:45 from Suvarnabhumi International Airport to Shuangliu International Airport at 22:00. Now you are going to get the boarding pass at the check-in counter for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;
- 2) Indicate the information of your tour group;
- 3) Indicate your flight number and departure time;
- 4) Indicate your seat preferences to the airline agent;
- 5) Ask the airline agent the procedures of baggage check-in.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists to take 3U8146 at 17:45 from Suvarnabhumi International Airport to Shuangliu International Airport at 22:00 and then take 3U8961 at 07:35 at Chengdu Shuangliu International Airport to Shanghai Pudong International Airport at 10:30 on the second day. Now you are going to clear customs and border protection at Auckland Airport.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the thing that you have declared (one Apple laptop and two iPods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;
- 4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from Hunan Overseas Travel (HOT), are taking ten Chinese tourists back to China. On the flight 3U8146, Xiao Lin who is one of your tour members loses her 8000 yuan in cash and a valuable camera.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.
- 3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	

设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

（3）考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素 养 要 求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求 80%	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理登机 与转机手 续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

15. 试题编号：2-1-15 出入境服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语完成描述机场功能区域，办理转机和离境手续，处理相关特殊情况。

Background information

1) Itinerary

Four Days' Tour—Cape Town

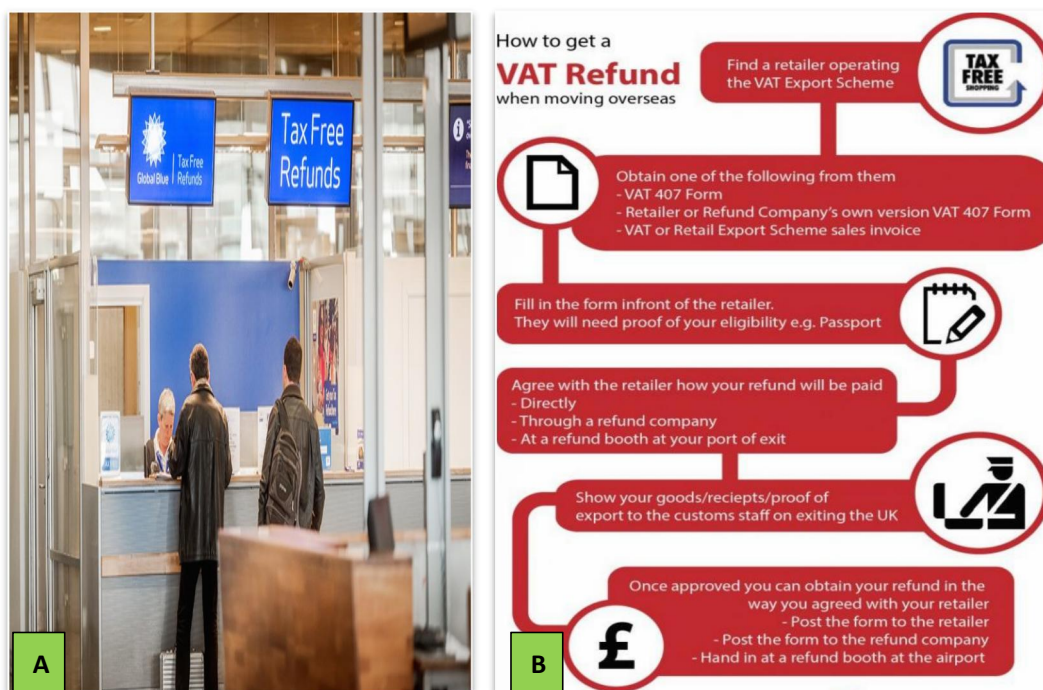
Dates	Destinations	Activities, Hotels & Meals
May 25 th , 2022	Shanghai-> Cape Town	Activities: <i>Come to the coastal city</i> Take LH72974H at 23:50 from Shanghai Pudong International Airport to Frankfurt Airport at 05:30 on the second day, and then take flight LH576 from Frankfurt Airport at 22:15 to Cape Town International Airport at 10:00 on the second day. Arrive at the Cape Town airport, and let our tour agent's representative transfer you to a hotel there. Check-in, and choose to explore the splendid surroundings or relax for the rest of the day to get over with the travel fatigue, for an enticing experience is awaiting you the next day. Hotels: Garden Court Nelson Mandela Boulevard (Corner Melbourne and Coronation Road, Woodstock Walmer Estate Cape Town - 7925) Meal: Dinner
May 26 th , 2022	Cape Town	Activities: <i>Stop by the seaside suburb</i> Post a mouth-watering breakfast, let's embark on a full-day city tour, covering all major tourist attractions such as the Table Mountain, or Signal Hill (basis the climatic condition). The itinerary also includes a scenic coastal drive through Clifton and Sea Point, Green Market Square, District Six, Company Gardens, etc. As the tour will be wrapped up by afternoon, after which you may enjoy your leisure time at its best followed by a relaxing night stay overnight. Hotels: Garden Court Nelson Mandela Boulevard(Corner Melbourne and Coronation Road, Woodstock Walmer Estate Cape Town - 7925) Meal: Breakfast / Lunch /Dinner

May 27 th , 2022	Cape Town	Activities: <i>Resort to a peaceful reserve</i> Treat your taste buds to a lovely breakfast and hop on a full-day tour to Cape Point for an adventurous and fun experience. Visit to Hout Bay and enjoy a 30-minute cruise to the seal colony, basis a favourable weather condition. Also, cover attractions like: the Cape Point Nature Reserve, Cape Point, Cape of Good Hope and Fish Hoek Galley, where you can enjoy an amazing lunch of local delicacies at an extra cost. Later, if weather allows, you may enjoy swimming in the Indian Ocean, as well as a visit to the penguin colony in Simonstown. After an exciting tour, return to the hotel and unwind yourself in a comfy accommodation. Hotels: Garden Court Nelson Mandela Boulevard (Corner Melbourne and Coronation Road, Woodstock Walmer Estate Cape Town - 7925) Meal: Breakfast / Lunch /Dinner
May 28 th , 2022	Cape Town ->Shanghai	Activities: Take KL598 at 00:20 from Cape Town International Airport to Amsterdam Airport Schiphol at 10:50, and then transfer flight KL895 from Amsterdam Airport Schiphol at 17:15 to Shanghai Pudong International Airport at 10:50 on the second day.
Remarks Sponsor travel service: China International Travel Service (CITS) Local travel service: Sunflower Holidays Destination: Cape Town Period: May 25th, 2022- May 28th, 2022 Tourist number: 10 tourists (5 males; 5 females)		

Task 1 描述机场功能区域 (20%)

Directions: You are required to describe the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists back to China at Cape Town International Airport. Now you are going to claiming cash refund at the global blue refund desk.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area shown in picture A;
- 2) Introduce the function of the airport area in picture A and B;
- 3) Describe how to get a VAT refund when moving overseas according to picture B;
- 4) List the four tax refund companies in airport as you know.

Task 2 办理转机手续 (30%)

Directions: You are required to collect onward flight boarding pass at the transfer desk for the tour group based on the background information and following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists to take LH72974H at 23:50 from Shanghai Pudong International Airport to Frankfurt Airport at 05:30 on the second day, and then take flight LH576 from Frankfurt Airport at 22:15 to Cape Town International Airport at 10:00 on the second day. Now you have arrived at Frankfurt Airport. You are going to collect onward flight boarding pass at the transfer desk for the tour group.

The following aspects should be included in your speech:

- 1) Greet the airline agent and make a self-introduction;

- 2) Indicate the information of your tour group;
- 3) Indicate your connecting flight number and departure time;
- 4) Indicate your seat preferences to the airline agent (Seats should be as close to each other as possible);
- 5) Ask the airline agent the way to the boarding gate.

Task 3 办理离境手续 (30%)

Directions: You are required to clear customs and border protection based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists to take KL598 at 00:20 from Cape Town International Airport to Amsterdam Airport Schiphol. Now you are going to clear customs and border protection.

The following aspects should be included in your speech:

- 1) Greet the customs inspector and make a self-introduction;
- 2) Tell the customs inspector the things that you have declared (two Pods);
- 3) Tell the customs inspector that you have prescription from your doctor for your stomach medicine;
- 4) Indicate that you have receipts and invoices for the declared items.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short presentation about how to handle the following special situation for 1~2 minutes.

Situation: You (Li Ming), an outbound tour leader from China International Travel Service (CITS), are taking ten Chinese tourists back to China at Cape Town International Airport. One of your tour member, Xiao Lin, are going to claiming cash refund at the global blue refund desk. Unfortunately, she can't find her sales receipts.

The following aspects should be included in your short presentation:

- 1) Describe what happened to the tourist.
- 3) State what you will do to help the tourist.

3) Indicate the service attitude a tour guide should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间备考教室每位考生一台电脑； 每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备导游旗、小蜜蜂扩音器、其他道具	按需选 备

(3) 考核时量

考试时间：90 分钟。其中，面试时间 15 分钟，描述机场功能区域、办理登机和入境手续，处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素 养 要 求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范的要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力、沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，出入境服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求	描述机场 功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表 达少于 2 句，本 题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	

80%	办理登机与转机手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理登机与转机手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	办理出入境手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理出入境手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

16.试题编号：2-2-1 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	LI JING	F	1992-10-03	E23027511	Outbound tour leader
02	CHU XILAN	M	1955-02-28	E07717602	Husband & wife Lin has diabetes.
03	LIN JUAN	F	1956-06-11	E07717603	
04	ZHOU HAO	M	1986-11-09	E09741865	A family Zhou Kai's birthday
05	LIU YUN	F	1987-03-31	E09746366	
06	ZHOU KAI	M	2016-10-01	E24928178	
07	XIA HAI	M	1988-12-10	E24928109	Husband & wife
08	HE SISI	F	1990-08-17	E24928105	He: alcohol allergy
09	HU DAWEI	M	1981-09-21	E24928107	Husband & wife Hu: seafood allergy
10	ZENG YU	F	1985-04-11	E24928108	
11	BAI TING	F	1995-01-23	E24928299	seafood allergy
Date of Room Reservation: Sept. 1, 2022					
Reservation Customer: China International Travel Service					

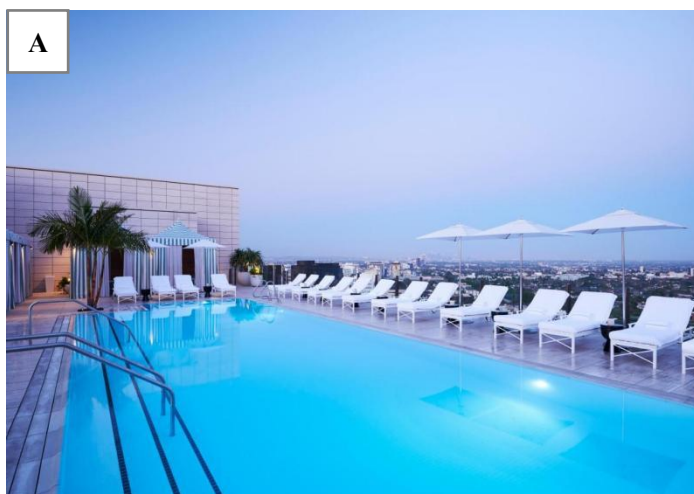
2) Dinner Order Form

Dinner Order Form			
Waldorf Astoria Beverly Hills Hotel			
Contact Name: Li Jing Company: China International Travel Service Payment Type: Credit Card		Phone Number: 86 15273160895 E-mail: ljcity@hotmail.com Number of persons: 11 (10 adults & 1 child)	
Date	Time	Number of Tables	Total
October 1, 2022	19: 00 PM	Three tables for four	\$ 543.95
Appetizers Steamed Mussels \$ 7.50 * 5 Downeast Onion Rings \$ 7.50 * 6		Salads Tossed Salad \$ 5.95 * 3 Waldorf Salad \$ 5.95 * 3 Baby Spinach Salad \$ 5.95 * 5	
Drinks Coconut Juice \$ 3.50 * 5 Sparkling Water \$ 3.50 * 3 Gin & Tonic \$ 3.50 * 3		Desserts Chocolate Cake \$ 9.00 * 5 Blueberry Waffle \$ 9.00 * 6	
Main Courses NY Steak & Stuffed Chicken \$ 23.50 * 6 Big Eye Steak & Fried Shrimp \$ 23.50 * 3 Fillet of Sole (鲷目鱼片) Francaise \$ 23.50 * 2			

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Jing), an outbound tour leader from China International Travel Service (CITS), are leading a Hunan tour group which contains ten tourists on a 7-night and 8-day trip in the western United States. The tour group stays in Waldorf Astoria Beverly Hills Hotel in Los Angeles. Some tourists want to go swimming in the hotel and ask you to take them to the right place.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State what should be paid attention to for the tourists when they have fun in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Jing), an outbound tour leader from China International Travel Service (CITS), are leading a Hunan tour group on a 7-night and 8-day trip to the western United States. The tour group has already arrived at Waldorf Astoria Beverly Hills Hotel on October 1st 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: After check-in, with your (Li Jing's) help, the tourists find their rooms and settle down one by one just before the dinner time. According to the itinerary, a special local meal has been arranged for the tourists on their first day overseas in the hotel. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 6) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Li Jing), an outbound tour leader from China International Travel Service (CITS), are taking ten tourists on a 7-night and 8-day trip in the western United States. Now some tourists are having fun in a pool. However Miss Bai Ting, a tourist, suddenly gets a cramp (抽筋) in her right foot while swimming.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

17.试题编号：2-2-2 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	ZHANG LAN	F	1991-11-03	E23026512	Outbound tour leader
02	LUO TING	F	1994-01-21	E24928298	Dairy allergy
03	LI QIANG	M	1995-09-28	E08717602	Cousins
04	LIN YUXI	M	1996-07-11	E08717603	
05	ZHAO GAO	M	1988-11-07	E09741967	A family Zhao Yiyi: no spicy food
06	GU YUNLAN	F	1989-05-31	E09746568	
07	ZHAO YIYI	F	2016-10-08	E24928678	
08	XIA DONG	M	1987-12-20	E25928109	Husband & wife
09	LIAO FANXI	F	1990-08-19	E25928105	Xia: onion allergy
10	NI FENG	M	1984-10-21	E25928107	Husband & wife
11	YANG LILI	F	1986-04-16	E25928108	Ni: seafood allergy
Date of Room Reservation: Oct. 12, 2022					
Reservation Customer: China International Travel Service					

2) Dinner Order Form

Dinner Order Form			
Courtyard Times Square Hotel			
Contact Name: Zhang Lan Company: China International Travel Service Payment Type: Credit Card		Phone Number: 86 18273170897 E-mail: zlcits@hotmail.com Number of persons: 11 (10 adults & 1 child)	
Date	Time	Number of Tables	Total
November 12, 2022	19: 00 PM	Three tables for four	\$ 408.95
Appetizers Stuffed Mushrooms Caps \$ 1.95 * 5 Crispy Coconut Shrimp \$ 1.95 * 6		Salads Caesar Salad \$ 5.00 * 5 House Salad \$ 5.00 * 6	
Drinks Lemonade \$ 3.50 * 5 Soda Water \$ 3.50 * 6		Desserts Banana Split \$ 7.00 * 5 Blueberry Ice Cream \$ 7.00 * 6	
Main Courses Pacific Beef Special \$ 20.50 * 6 Big Eye Steak & Fried Shrimp \$ 20.50 * 3 Spaghetti Carbonara with a cream sauce and a smoked ham \$ 20.50 * 2			

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Zhang Lan), an outbound tour leader from China International Travel Service (CITS), are leading a Hunan tour group which contains ten tourists on a 9-night and 10-day trip in the eastern United States. The tour group stays in Courtyard Times Square Hotel in New York. A few tourists want to do some laundry in the hotel and ask you to take them to the right place.



A



B

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State what should be paid attention to for the tourists when they use the facilities in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Zhang Lan), an outbound tour leader from China International Travel Service (CITS), are leading a Hunan tour group on a 9-night and 10-day trip to the eastern United States. The tour group has already arrived at Courtyard Times Square Hotel on November 12th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;

- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: After check-in, with your (Zhang Lan's) help, the tourists find their rooms and settle down one by one just before the dinner time. According to the itinerary, a special local meal has been arranged for the tourists on their first day overseas in the hotel. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Recommend the specialties of the hotel restaurant to the tourists;
- 6) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 7) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Zhang Lan), an outbound tour leader from China International Travel Service (CITS), are taking ten tourists on a 9-night and 10-day trip in the eastern United States. A few tourists do some laundry in the hotel. However, Gu Yunlan, one of the tourists, suddenly finds one of her clothes lost when she finishes the laundry.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考核时间: 90 分钟。 其中, 面试时间 15 分钟, 描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素	职业	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求, 职业道德信念强, 尽职尽责, 具备出境领队基本	

养 要 求	素养		素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	20% 操作 规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技 能 要 求 80%	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	

	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

18.试题编号：2-2-3 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	WANG HUA	M	1992-09-06	E27026513	Outbound tour leader
02	LU CHAO	M	1993-01-20	E24928298	Dairy allergy
03	LI QIANG	M	1995-09-28	E08717602	Cousins Li: no spring onions
04	LIN YUXI	M	1996-07-11	E08717603	
05	HAO YIFENG	M	1986-11-07	E09741980	A family Lele & Keke: no spicy food
06	YIN ZI	F	1987-05-31	E09746581	
07	HAO LELE	M	2017-01-07	E28928676	
08	HAO KEKE	F	2017-01-07	E28928677	
09	XIA MEI	F	1997-12-20	E25928110	Friends Xia: alcohol allergy Fan: diary allergy
10	FAN LING	F	1997-08-19	E25928111	
11	ZHONG XIN	F	1997-10-21	E25928112	
Date of Room Reservation: Jun. 20, 2022				Reservation Customer: China Comfort Travel	

2) Meal Order Form

Meal Order Form			
Foo's Ho Ho Restaurant			
Contact Name: Wang Hua Company: China Comfort Travel Payment Type: Credit Card		Phone Number: 86 18273170890 E-mail: whcct@hotmail.com Number of persons: 11 (9 adults & 2 children)	
Date	Time	Number of Tables	Total
July 29, 2022	12: 00 PM	One table for eleven	C\$ 151.55
Dishes			
Dumpling with Shark's Fin in Supreme Soup		C\$ 16.25	
Steamed Chicken Feet with Black Bean Sauce		C\$ 10.50	
Steamed Short Rib in Black Pepper Sauce		C\$ 10.00	
Steamed Baby Cuttlefish with Curry Sauce		C\$ 10.00	
Pan Fried Egg-Tofu with Minced Shrimp		C\$ 8.80	
Eggplant with Fish Paste		C\$ 8.50	
Baked Barbecue Bun		C\$ 4.50 * 3	
Steamed Minced Beef with Rice Rolls		C\$ 5.50	
Steamed Rice Rolls with Chinese Donuts		C\$ 5.50	
Spring Rolls with Shrimp and Garlic		C\$ 5.50	
Sweet & Sour Mixed Vegetables		C\$ 5.50	
Red Bean Rice Cake		C\$ 4.50 * 3	
Drinks			
Lemonade		C\$ 3.50 * 5	
Watermelon Juice		C\$ 3.50 * 6	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Wang Hua), an outbound tour leader from China Comfort Travel (CCT), are leading a Hunan tour group which contains ten tourists on a 9-night and 10-day trip in Canada. The tour group stays in Coast Coal Harbor Vancouver Hotel in Vancouver. As a tour leader, you are going to give your tourists an important conference in this hotel about your trip.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State what should be done if an accident suddenly happens while the tourists use the facilities in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Wang Hua), an outbound tour leader from China Comfort Travel (CCT), are leading a Hunan tour group on a 9-night and 10-day trip to Canada. The tour group has already arrived at Coast Coal Harbor Vancouver Hotel on July 24th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Wang Hua), an outbound tour leader from China Comfort Travel (CCT), lead a tour group travelling in the largest Chinatown Vancouver Canada on July 29th 2022. After that according to the itinerary, a special Cantonese meal has been arranged for the tourists. Now you are checking the meal order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your meal order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;

- 5) Indicate the request to the waiter/ waitress to pay the bill after the meal;
- 6) Indicate the feedback on how the tourists feel about the meal and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Wang Hua), an outbound tour leader from China Comfort Travel (CCT), are taking ten tourists on a 9-night and 10-day trip in Canada. Now you are having a conference with your tourists in the hotel. However Hao Lele, a child tourist, fails to hold back and accidentally pees on his pants, soiling (弄脏) the chair and the carpet.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表

	24 分	8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	达少于 2 句， 本题计 0 分。
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

19.试题编号：2-2-4 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	LI HONG	F	1985-12-06	E37026516	Outbound tour leader
02	FAN CHAO	M	1983-11-11	E09928298	A family Lin has a period.
03	LIN QIAN	F	1984-07-29	E09717602	
04	FAN XIAOYU	M	2013-07-11	E21717603	
05	HUO ZHICUN	M	1986-08-08	E09741960	A family Huo Zhicun: less salty food; Kids: no spicy food
06	GAO JIE	F	1987-10-30	E09746561	
07	HUO YUAN	M	2015-01-07	E27928601	
08	HUO SIJIA	F	2017-07-20	E27928602	
09	ZOU PENG	M	1983-12-20	E23928201	A family Meng: on a diet; Zou’s birthday
10	MENG LING	F	1985-08-19	E23928202	
11	ZOU MEIKE	F	2013-08-20	E25928117	
Date of Room Reservation: Jul. 5, 2022				Reservation Customer: China Comfort Travel	

2) Dinner Order Form

Dinner Order Form			
Dreyfus Restaurant			
Contact Name: Li Hong Company: China Comfort Travel Payment Type: Credit Card		Phone Number: 86 13673171349 E-mail: lhctt@hotmail.com Number of persons: 11 (7 adults & 4 children)	
Date	Time	Number of Tables	Total
August 20, 2022	19: 00 PM	Three tables for four	C\$ 398.00
Appetizers Jumbo Chilled Shrimp C\$ 18.50 <i>(on Ice; Approx. 10/15 persons)</i> French-Style Baked Snail C\$ 20.50 <i>(Approx. 10/15 persons)</i> French Goose Liver C\$ 20.50 <i>(Approx. 10/15 persons)</i>		Salads Caesar Salad C\$ 19.00 <i>(Approx. 10/15 persons)</i>	
		Drinks Gin Fizz C\$ 5.00 * 7 <i>(with ice)</i>	
Soups Onion Soup C\$ 4.50 * 5 Mushroom Soup C\$ 4.50 * 6		Desserts Fresh Fruit Platter C\$ 15.00 <i>(Approx. 10/15 persons)</i>	
Main Courses Lamp Chaps C\$ 20.00 * 6 T-Bone C\$ 20.00 * 2 Chicken and Pork Shish-Kebabs C\$ 20.00 * 3			

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Li Hong), an outbound tour leader from China Comfort Travel (CCT), are leading a Hunan tour group which contains ten tourists on an 8-night and 9-day trip in Canada. The tour group stays in The Omni King Edward Hotel in Toronto. A few tourists want to have some massages in the hotel and ask you to take them to the right place.



A

CAUTION: SPA RULES

ELDERLY PERSONS, PREGNANT WOMEN, INFANTS AND THOSE WITH HEALTH CONDITIONS REQUIRING MEDICAL CARE SHOULD CONSULT A PHYSICIAN BEFORE ENTERING A SPA.

UNSUPERVISED USE BY CHILDREN UNDER THE AGE OF 14 IS PROHIBITED.

HOT WATER IMMERSION WHILE UNDER THE INFLUENCE OF ALCOHOL, NARCOTICS, DRUGS OR MEDICINES MAY LEAD TO SERIOUS CONSEQUENCES AND IS NOT RECOMMENDED.

DO NOT USE ALONE.

LONG EXPOSURE MAY RESULT IN HYPERTHERMIA, NAUSEA, DIZZINESS OR FAINTING.

B

The following aspects should be included in your speech:

- 1) Recommend the hotel's related services to the tourists according to their requests;
- 2) Indicate the name of the functional area and main public facilities in picture A;
- 3) Introduce the function of the functional area in picture A;
- 4) Indicate the things which must be done according to picture B;
- 5) Indicate the things which are not allowed to do according to picture B;
- 6) State what should be paid attention to for the tourists when they enjoy the service in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Li Hong), an outbound tour leader from China Comfort Travel (CCT), are leading a Hunan tour group on an 8-night and 9-day trip to Canada. The tour group has already arrived at The Omni King Edward Hotel on August 19th 2022, and you are going to check in for the tour

group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Li Hong), an outbound tour leader from China Comfort Travel (CCT), lead a tour group travelling at Royal Ontario Museum in Toronto Canada on August 20th 2022. After that according to the itinerary, a special French flavor meal has been arranged for the tourists. Now you are checking the dinner order information with a restaurant waiter/ waitress.

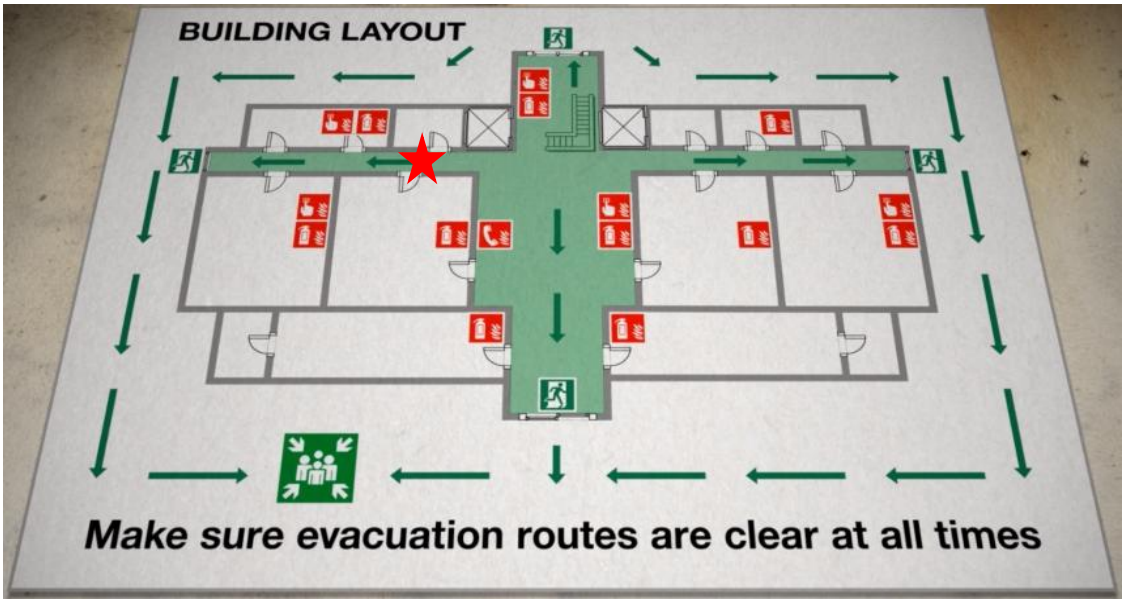
The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 6) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Li Hong), an outbound tour leader from China Comfort Travel (CCT), are taking ten tourists on an 8-night and 9-day trip in Canada. Now you are showing the tourists around a duty-free shop. Suddenly a fire breaks out. When the fire alarm goes off, you and tour group are at the place with the star in the picture below.



The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备

	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	

技能要求 80%	办理酒店入住 手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

20.试题编号：2-2-5 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	AI QING	F	1985-09-06	E20027718	Outbound tour leader
02	LIU CHAO	M	1962-01-20	E21928298	Husband & wife
03	WU CHOU	F	1965-09-27	E11717602	Wu: hypertension
04	HU YUXI	M	1961-07-11	E10717603	Husband & wife
05	SHAO XIA	F	1963-11-07	E13741980	no spicy food
06	GE DAYONG	M	1960-05-31	E13746581	Friends
07	HAO JIA	M	1960-01-07	E24928676	Ge: hypertension
08	OU MEILIN	F	1966-01-08	E32928671	Friends
09	GAO XIU	F	1965-12-21	E32928333	Fan: diabetes
10	FAN YA	F	1965-08-12	E32928125	Ou: a vegetarian
11	LI CHUNLIN	F	1964-10-22	E32928227	Li: high uric acid
Date of Room Reservation: Apr. 2, 2022			Reservation Customer: Hunan Overseas Travel		

2) Meal Order Form

Meal Order Form			
Barshu Restaurant			
Contact Name: Ai Qing Company: Hunan Overseas Travel (China) Payment Type: Credit Card		Phone Number: 86 15273161819 E-mail: aqhotc@hotmail.com Number of persons: 11 (adults)	
Date	Time	Number of Tables	Total
May 17, 2022	12: 00 PM	One table for eleven	£ 210.05
Dishes			
Barshu Special Maocai		£ 26.25	
Spring Rolls (Mixture of Prawn and Pork)		£ 10.50	
Barshu Smacked Cucumbers		£ 8.00	
Mouthwatering Sichuan Chicken		£ 8.50	
Boiled Sea Bass with Sizzling Chilli Oil		£ 35.80	
"Water-Boiled" Beef Slices		£ 18.50	
Gong Bao Chicken with Peanuts		£ 15.50	
Scrambled Eggs with Chinese Chives		£ 12.50	
Hand-Torn Cabbage with Vinegar and Chillies		£ 12.50	
Mapo Beancurd		£ 8.50	
Savoury Seafood and Beancurd		£ 20.50	
Barshu Sweet Corn Soup		£ 5.50	
Drinks			
Lemonade		£ 2.50 * 5	
Soda Water		£ 2.50 * 6	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Ai Qing), an outbound tour leader from Hunan Overseas Travel (HOT), are leading a Hunan tour group which contains ten tourists on a 9-night and 10-day trip in England. Now you have taken your tour group to the first planed tourist attraction – the British Museum.



A

The British Museum Regulations for Visitors

1. Please Keep good manners while visiting the museum. Do not disturb other visitors.
2. Food and drink are NOT allowed inside the museum.
3. Animals are NOT allowed inside the museum.
4. No smoking inside the museum.
5. All unnecessary items for museum visiting must be left at Information Desk before entering the building.
6. Photography or video recording of the marked area on the lowest floor and of all displayed artifacts in the museum is NOT permitted.
7. The use of photographs or videos of the museum for commercial purpose is NOT permitted.
8. Visitors must follow the instructions given by the museum's guides.
9. The museum reserves the right to monitor and record the images of the visitors through closed-circuit television cameras.

B

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State what should be paid attention to for the tourists when they come to this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Ai Qing), an outbound tour leader from Hunan Overseas Travel (HOT), are leading a Hunan tour group on a 9-night and 10-day trip to England. The tour group has already arrived at Paddington Park Hotel in London on May 14th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Ai Qing), an outbound tour leader from Hunan Overseas Travel (HOT), lead your tour group along the bank of the Thames for nearly three and a half hours on May 17th 2022. After that according to the itinerary, a special Chinese meal (Sichuan Cuisine) has been arranged for the tourists. Now you are checking the meal order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your meal order to the waiter/ waitress;

- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after the meal;
- 6) Indicate the feedback on how the tourists feel about the meal and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Ai Qing), an outbound tour leader from Hunan Overseas Travel (HOT), are leading a Hunan tour group on a 9-night and 10-day trip in England. Now you are guiding the tourists visiting to the British Museum. However, Li Chunlin, one of the tourists, has been caught for taking pictures indiscriminately in the museum. Her friends are very worried about her.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣	

技能要求 80%			0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

21.试题编号：2-2-6 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	DAI WANG	M	1993-09-06	E03027702	Outbound tour leader
02	LI QIANG	M	1985-03-11	E21928298	Teachers Li: a Muslim
03	SHU XIN	F	1988-06-24	E11717602	
04	HU ZIHAN	F	2006-07-12	E09717607	Students Hu: no spicy food Bai: no spicy food Qu: seafood allergy Sun: dairy allergy Yi: a vegetarian
05	BAI XINYI	F	2005-11-01	E12741981	
06	LI XIANG	M	2006-05-30	E13746588	
07	ZHAO FEI	M	2006-02-06	E24928567	
08	QU YUNLI	F	2005-01-30	E32928123	
09	GAO FEI	M	2005-12-21	E32928456	
10	SUN YI	F	2005-08-12	E32928675	
11	YI LANG	M	2005-10-21	E32928094	
Date of Room Reservation: May 6, 2022 Travel					
Reservation Customer: Hunan Overseas					

2) Dinner Order Form

Dinner Order Form			
Balmoral Restaurant (One-star Michelin Restaurant)			
Contact Name: Dai Wang Company: Hunan Overseas Travel (China) Payment Type: Credit Card		Phone Number: 86 18673135566 E-mail: dwhotc@hotmail.com Number of persons: 11(3adults & 8teenagers)	
Date	Time	Number of Tables	Total
July 15, 2022	19: 00 PM	Three tables for four	£ 367.00
Appetizers Salted beef cheek, beetroot (甜菜), pumppernickel & horseradish £ 14.50 <i>(Approx. 10/15 persons)</i>		Vegetables Pickled artichokes, broad beans & basil £ 8.00 <i>(Approx. 10/15 persons)</i>	
Vitello Tonnato, katsuobushi & salty fingers £ 14.50 <i>(Approx. 10/15 persons)</i>		Drinks Soda Water £ 3.00 * 11 <i>(with ice)</i>	
Soups Potato Soup £ 3.00 * 5 Tomato Soup £ 3.00 * 6		Desserts Tiramisu, orange & espresso ice cream £ 9.00 * 5 Brown Butter Cake. £ 9.00 * 6	
Main Courses Chicken and Pork Shish-Kebabs £ 15.00 * 11			

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Dai Wang), an outbound tour leader from Hunan Overseas Travel (HOT), are leading a Hunan tour group which contains ten tourists on a 7-night and 8-day trip in Scotland. The day before returning home, you arrange for tourists to shop at a mall according to the itinerary. Now you are shopping in the mall.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate what exact the thing is in picture B;
- 4) Indicate the basic information of the thing in picture B;
- 5) State what should be paid attention to for the tourists when they want to use the thing in picture B.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Dai Wang), an outbound tour leader from Hunan Overseas Travel (HOT), are leading a Hunan tour group on a 7-night and 8-day trip to Scotland. The tour group has already arrived at Holiday Inn Express Edinburgh – Royal Mile Hotel on July 11th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Dai Wang), an outbound tour leader from Hunan Overseas Travel (HOT), lead a tour group travelling in Royal Mile, Edinburgh Scotland on July 15th 2022. After that according to the itinerary, a special dinner at a one-star michelin restaurant has been arranged for the tourists. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Recommend the specialties of the one-star michelin restaurant to the tourists;
- 6) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 7) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Dai Wang), an outbound tour leader from Hunan Overseas Travel (HOT), are leading a Hunan tour group on a 7-night and 8-day trip in Scotland. Now you are taking your tourists shopping at a mall. However, Ms. Shu Xin, a tourist, tells you that she wants to return the dress she has bought in the mall because she finds out her dress is the wrong size.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound tour leader should have when handling such a special situation.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

22.试题编号：2-2-7 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	SU XIAOLI	F	1991-07-06	E19024367	Outbound tour leader
02	MA GUOMIN	M	1974-10-08	E03928354	Colleagues Ma: hyperlipidemia (高血脂) Yu: no spicy food Gu: sesame allergy Zuo: a vegetarian Ke: on a diet; Liu has a period. Ni's birthday
03	CHEN QIAN	M	1975-07-23	E03716690	
04	YU ZHIYUAN	M	1980-06-22	E04711553	
05	GUO FENG	M	1982-08-01	E09741960	
06	GU WEIJIA	M	1985-09-21	E09746561	
07	ZUO YI	M	1990-01-07	E21928601	
08	JIN KEHAO	M	1992-07-20	E21928602	
09	KE MINZHI	F	1978-01-05	E05928743	
10	LIU LIAN	F	1986-08-22	E05920944	
11	NI JIAJIE	F	1993-04-19	E05923571	
Date of Room Reservation: Mar. 7, 2022					Reservation Customer: Hunan Huatian Travel

2) Meal Order Form

Meal Order Form			
Dax Restaurant			
Contact Name: Su Xiaoli Company: Hunan Huatian Travel Payment Type: Credit Card		Phone Number: 86 18273140081 E-mail: sxlhhtc@hotmail.com Number of persons: 11 (adults)	
Date	Time	Number of Tables	Total
April 19, 2022	12: 00 PM	Three tables for four	£ 260.70
Lunch Sets			
Deep Fried Chicken Wings with Fish Sauce, Sesame Seed and Steamed Rice		£ 20.50 * 3	
Caramelized Pork Rib, Sesame Seed and Steamed Rice		£ 20.50 * 4	
Fillet Steak, Mushroom, Sesame Seed and Steamed Rice		£ 20.50 * 4	
Drinks			
Soda Water		£ 3.20 * 7	
Orange Juice		£ 3.20 * 4	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Su Xiaoli), an outbound tour leader from Hunan Huatian Travel (HHT), are leading a Hunan tour group which contains ten tourists on a 7-night and 8-day trip in Ireland. The tour group stays in Maldron Hotel in Dublin Ireland. In the evening a few tourists want to have some drinks in the hotel and ask you to take them to the right place.



A

BAR RULES

B

THESE RULES ARE TO BE ABIDED BY CUSTOMERS AT ALL TIMES WHILE ON PREMISES.

- ① NO MINORS ON PREMISES.
- ② ONLY PICTURE I.D.S WILL BE ACCEPTED: PASSPORTS, ALIEN CARDS, COLO.DRIVERS LICENSE.
- ③ ANY CUSTOMER THAT APPEARS TO BE INTOXICATED WILL BE REFUSED SERVICE & ASKED TO LEAVE.
- ④ RESPECT FOR BARTENDER(S) IS EXPECTED AT ALL TIMES.
- ⑤ NO LINGERING WITH BARTENDER.
- ⑥ DRINKS ARE NOT ALLOWED TO BE CARRIED EITHER IN OR OUT OF THIS ESTABLISHMENT.
- ⑦ NO DRUGS, PILLS, ETC. ALLOWED ON THE PREMISES.
- ⑧ NO WEAPONS OR OBJECTS CAPABLE OF INJURING SOMEONE NOT ALLOWED.
- ⑨ NO GAMBLING, LOITERING, OR FOUL LANGUAGE ALLOWED.
- ⑩ ANY CUSTOMER WHO DAMAGES PREMISES' PROPERTY WILL BE HELD RESPONSIBLE FOR FULL REPLACEMENT VALUE (NO EXCEPTIONS).
- ⑪ ALL CUSTOMERS MUST BE OFF PREMISES AT LEGAL CLOSING TIME (2A.M.).
- ⑫ NO BIKER COLORS.

ANY CUSTOMER WHO DISOBEYS ABOVE RULES WILL BE REPORTED IMMEDIATELY TO THE PROPER AUTHORTIES & CHARGES WILL BE FILED.

The following aspects should be included in your speech:

- 1) Recommend the hotel's related services to the tourists according to their requests;
- 2) Indicate the name of the functional area and main public facilities in picture A;
- 3) Introduce the function of the functional area in picture A;
- 4) Indicate the things which must be done according to picture B;
- 5) Indicate the things which are not allowed to do according to picture B;
- 6) State what should be paid attention to for the tourists when they want to have fun in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Su Xiaoli), an outbound tour leader from Hunan Huatian Travel (HHT), are leading a Hunan tour group on a 7-night and 8-day trip to Ireland. The tour group has already arrived at Maldron Hotel on April 15th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Su Xiaoli), an outbound tour leader from Hunan Huatian Travel (HHT), lead a tour group visiting at Holy Trinity College in Dublin Ireland on April 19th 2022. After that according to the itinerary, a special lunch set meal with oriental flavors has been arranged for the tourists. Now you are checking the meal order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;

- 3) State the basic information about your meal order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after the meal;
- 6) Indicate the feedback on how the tourists feel about the meal and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Su Xiaoli), an outbound tour leader from Hunan Huatian Travel (HHT), are taking ten tourists on a 7-night and 8-day trip in Ireland. Now you and your tourists are enjoying a western meal at a fine restaurant when suddenly Chen Qian, one of the tourists, gets into a loud argument with a customer at the next table.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such a special situation.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6	

技能要求 80%	设施与功能区域 16分		分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	0分。
		5	理解题目要求，信息点完整计5分；信息点每缺失一处扣1分。	
	办理酒店入住手续 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	说明用餐需求 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计5分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计6分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		5	处理措施得当，信息点陈述完整计5分；处理措施不得当、信息点每缺失一处扣1分。	

23.试题编号：2-2-8 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	LIU JIA	F	1986-04-06	E06027710	Outbound tour leader
02	HE CHUNZHI	F	1968-09-27	E22928294	Mum & daughter
03	LI LU	F	1994-11-03	E22717645	He: hypertension
04	JI NAN	F	1970-06-06	E17717690	Mum & daughter
05	WANG LAN	F	1995-10-12	E17741931	no spicy food
06	TONG HUA	F	1989-05-31	E19746345	Cousins
07	XIA NING	F	1992-01-07	E18928601	Xia: a vegetarian Lu:
08	LU YUANYI	F	1998-02-04	E15928654	Onion allergy
09	GUO JIE	F	1978-12-28	E34928329	Friends
10	QIN QING	F	1981-08-11	E35928115	Qin: sick of the smell
11	LIN XIYA	F	1982-07-02	E32928391	of fishy
Date of Room Reservation: Jun. 1, 2022 Reservation Customer: Hunan Huatian Travel					

2) Meal Order Form

Meal Order Form			
Trev's Food Glorious Food			
Contact Name: Liu Jia		Phone Number: 86 18273140081	
Company: Hunan Huatian Travel		E-mail: ljhhtc@hotmail.com	
Payment Type: Credit Card		Number of persons: 11 (adults)	
Date	Time	Number of Tables	Total
July 20, 2022	12: 00 PM	Three tables for four	£ 253.00
Lunch Sets			
Fried Rib-eye Fillet with Fish Sauce, mushroom and Soup of the day		£ 15.50 * 3	
Free range Canterbury Chicken Breasts with Caviar and Soup of the day		£ 15.50 * 4	
Butter Fish with Potatoes green peas, lime cream sauce and Soup of the day		£ 15.50 * 4	
Desserts			
Date Pudding		£ 7.50 * 7	
Chocolate Mousse		£ 7.50 * 4	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Liu Jia), an outbound tour leader from Hunan Huatian Travel (HHT), are leading a Hunan tour group which contains ten tourists on a 6-night and 7-day trip in Welsh. The tour group stays in The St David's Hotel in Cardiff Welsh. Three tourists (Tong Ha, Xia Ning and Lu Yuanyi) want to have new hair styles in the hotel and they ask you to take them to the right place.



A

Salon Policies

You must not enter our salon if you have ANY symptoms of Corona Virus, or if you have been in close contact with anyone who is experiencing symptoms or has now tested positive with the virus.

Appointments We recommend you book your hair or beauty appointment in advance. You can do this online or just give us a call. Walk-ins are accepted but you must still give a name & contact number.	Use Hand Sanitizer Hand sanitiser must be used before entering the salon
Arrive Alone Please make sure you do not bring family members or friends with you to the salon. We will only be permitting one client per staff member.	Observe Social Distancing Keep a social distance between all clients and our team, with the exception of your stylist/therapist, who will be wearing protective PPE
Card if possible Please pay by card where possible. However cash payments will now be accepted.	Wear a Face Covering Please ensure you wear a face covering throughout your salon visit, for your safety and the safety of our staff. If you do not bring a face covering you will need to purchase one of our disposable face masks

THANKYOU FOR KEEPING OUR SALON A SAFE PLACE
PROFILE HAIR & BEAUTY – 01305257171

B

The following aspects should be included in your speech:

- 1) Recommend the hotel's related services to the tourists according to their requests;
- 2) Indicate the name of the functional area and main public facilities in picture A;
- 3) Introduce the function of the functional area in picture A;
- 4) Indicate the things which must be done according to picture B;
- 5) Indicate the things which are not allowed to do according to picture B;
- 6) State what should be paid attention to for the tourists when they want to be given the service in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Liu Jia), an outbound tour leader from Hunan Huatian Travel (HHT), are leading a Hunan tour group on a 6-night and 7-day trip to Welsh. The tour group has already arrived at The St David's Hotel on July 16th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Liu Jia), an outbound tour leader from Hunan Huatian Travel (HHT), lead a tour group travelling around Cardiff Castle in Welsh on July 20th 2022. After that according to the itinerary, an economic lunch set meal with local flavors has been arranged for the tourists. Now you are checking the meal order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your meal order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after the meal;
- 6) Indicate the feedback on how the tourists feel about the meal and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Liu Jia), an outbound tour leader from Hunan Huatian Travel (HHT), are taking ten tourists on a 6-night and 7-day trip in Welsh. After check-in, He Chunzhi, one of the tourists, feels that it is very unlucky that the room is on the 14th floor and asks to change the room.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6	

技能要求 80%	设施与功能区域 16分		分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	0分。
		5	理解题目要求，信息点完整计5分；信息点每缺失一处扣1分。	
	办理酒店入住手续 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	说明用餐需求 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计5分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计6分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		5	处理措施得当，信息点陈述完整计5分；处理措施不得当、信息点每缺失一处扣1分。	

24. 试题编号：2-2-9 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	XIANG LEI	M	1990-05-17	E06027710	Outbound tour leader
02	CHI YONG	M	1981-09-27	E22928261	Father & son
03	CHI YUHENG	M	2008-11-03	E22717664	Son: dairy allergy
04	YU XIULIN	F	1985-06-06	E43717687	Mum & daughter
05	CHEN JIA	F	2012-10-12	E43741936	prefer spicy food
06	KANG JIAN	M	1989-05-31	E11746340	A family
07	SU SHU	F	1989-01-07	E11928602	Su: a vegetarian
08	KANG KEYIN	F	2018-01-20	E11928655	Kid's birthday
09	LU YUAN	M	1987-12-28	E37928322	A family
10	QIU XIAO	F	1990-08-11	E37928111	Qin: carsickness
11	LU ZHIYU	M	2017-10-09	E37928303	Qin has a period.
Date of Room Reservation: Dec. 5, 2021					
Reservation Customer: China Youth Travel Service					

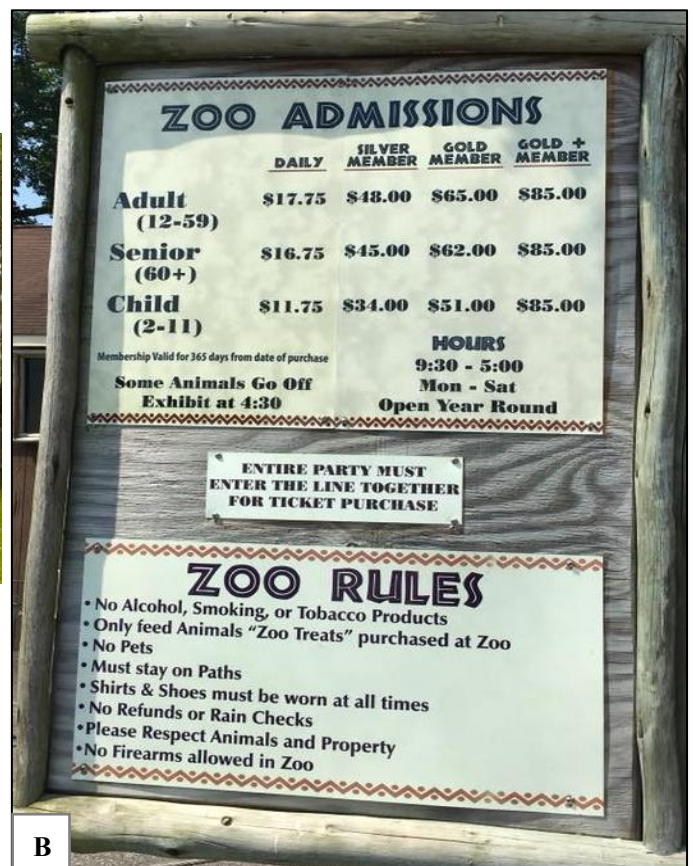
2) Dinner Order Form

Dinner Order Form			
Flower Child Restaurant			
Contact Name: Xiang Lei Company: China Youth Travel Service Payment Type: Credit Card		Phone Number: 86 17273142915 E-mail: xlcys@hotmail.com Number of persons: 11 (7 adults & 4 children)	
Date	Time	Number of Tables	Total
January 20, 2022	18: 00 PM	Three tables for four	\$ 344.50
Salads			
Skinny Cobb <i>romaine, red cabbage, avocado, tomato, cucumber, crunchy corn, pickled onion, smoked almond (Approx. 4 persons)</i>		\$ 12.50 * 3	
Vegetable & Grains			
Indian Cauliflower with turmeric, date almond <i>(Approx. 4 persons)</i>		\$ 12.50 * 3	
Protein			
Flying Avocado (牛油果) <i>smoked turkey, yogurt, romaine, mushroom</i>		\$ 12.50 * 5	
The Rebel <i>grass-fed steak, charred onion, ort salut cheese</i>		\$ 12.50 * 6	
Desserts			
Banana Split		\$ 7.00 * 7	
Fudge Brownie Cheesecake		\$ 7.00 * 4	
Drinks			
Iced Cappuccino		\$ 5.00 * 4	
Orange Juice (with ice)		\$ 5.00 * 7	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Xiang Lei), an outbound tour leader from China Youth Travel Service (CYTS), are leading a Hunan family tour group which contains ten tourists on a 12-night and 13-day trip in Australia. Now you have taken your family tour group to the planned tourist attraction based on the tour itinerary.



The following aspects should be included in your speech:

- 1) Indicate the name of the tourist attraction and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State the opening hours and charges of this tourist attraction.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Xiang Lei), an outbound tour leader from China Youth Travel Service (CYTS), are leading a Hunan family tour group on a 12-night and 13-day trip to Australia. The tour group has already arrived at Little National Hotel in Sydney on January 16th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Xiang Lei), an outbound tour leader from China Youth Travel Service (CYTS), lead a family tour group travelling around Sydney Opera House on January 20th 2022. After that according to the itinerary, you are having dinner at an internet-famous (网红) local restaurant. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;

- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 6) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Xiang Lei), an outbound tour leader from China Youth Travel Service (CYTS), are taking ten tourists on a 12-night and 13-day family trip in Australia. When checking out, a shower towel has been found missing in one tourist's room, and the hotel demands compensation.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such a special situation.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6	

技能要求 80%	设施与功能区域 16分		分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	0分。
		5	理解题目要求，信息点完整计5分；信息点每缺失一处扣1分。	
	办理酒店入住手续 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	说明用餐需求 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计5分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计6分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		5	处理措施得当，信息点陈述完整计5分；处理措施不得当、信息点每缺失一处扣1分。	

25.试题编号：2-2-10 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	PENG QI	F	1990-05-17	E05026382	Outbound tour leader
02	XIAO JUN	M	1981-10-22	E23924438	Husband & wife Both are Buddhists.
03	LIAO CAIQI	F	1980-12-01	E23714439	
04	DU YUHUA	M	1995-05-09	E18712937	Boyfriend & girlfriend
05	HUANG JIAYI	F	1998-07-12	E18742803	Du: high uric acid
06	CHEN FENG	M	1985-05-31	E13746280	Husband & wife
07	LI XIAOBEI	F	1988-01-07	E13928281	Li: caffeine allergy
08	LI JIUZHOU	M	1999-01-20	E29921654	Boyfriend & girlfriend
09	XUE MING	F	2000-12-28	E29921549	Both prefer light flavors.
10	MA MING	M	1992-08-11	E30928207	Husband & wife
11	CAI LINLIN	F	1992-10-09	E30923906	Cai has a period.
Date of Room Reservation: May 11, 2022					
Reservation Customer: China Youth Travel Service					

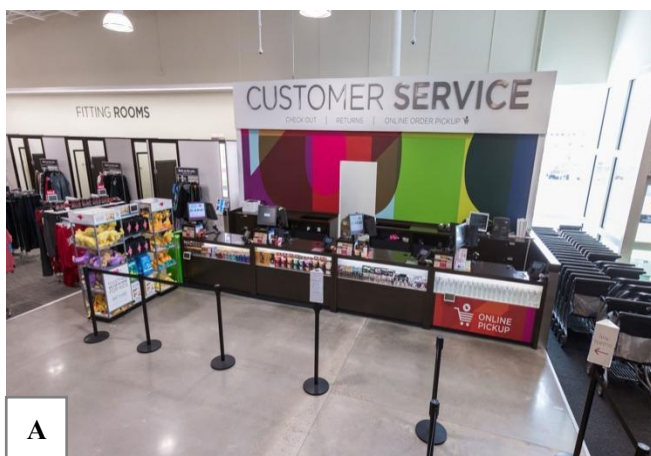
2) Dinner Order Form

Dinner Order Form			
Embla Restaurant			
Contact Name: Peng Qi Company: China Youth Travel Service Payment Type: Credit Card		Phone Number: 86 18073160345 E-mail: pqcyts@hotmail.com Number of persons: 11 (adults)	
Date	Time	Number of Tables	Total
July 8, 2022	18: 00 PM	Three tables for four	\$ 588.50
Starters			
Anchovy Toast		\$ 3.50 * 11	
Shaved Comte, Green Olive		\$ 10.00 * 11	
Vegetables			
Pickled Cucumber, dill, feta (羊乳酪)		\$ 7.00 * 11	
Broccoli with turmeric, date almond		\$ 7.00 * 11	
Main Courses			
Goat's curd, broad beans, fennel mint (with curry sauce)		\$ 12.00 * 5	
Raw Beef, lemon, ginger, coastal rocket (with chili sauce)		\$ 12.00 * 6	
Desserts			
Elder flower ice cream, grilled berry compote		\$ 9.00 * 7	
Dried peach rum baba, white chocolate		\$ 9.00 * 4	
Drinks			
Iced Latte		\$ 5.00 * 4	
Iced Cappuccino		\$ 5.00 * 7	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Peng Qi), an outbound tour leader from China Youth Travel Service (CYTS), lead a Hunan family tour group which contains ten tourists on a 10-night and 11-day romantic trip in Australia. Now you have taken your tour group to the planed shopping mall in Melbourne based on the tour itinerary.



australian consumer law

Refunds and Returns

We are not required to provide a refund or replacement if you change your mind or make a wrong selection.

But you can choose a refund or exchange if an item has a **major** problem. This is when the item:

- Has a problem/fault that would have stopped someone from buying the item if they had known about it
- Is unsafe
- Is significantly different from the sample or description
- Doesn't do what it's supposed to do

Please keep your proof of purchase —e.g. your receipt (This is required).

Our policy: As well as fulfilling the consumer law requirements, out of good will to our customers we will also provide the following:

Where goods are not faulty an exchange or store credit may be given;

- where goods are new and have not been used.
- Where goods are not a personal hygiene, bedding or clothing item.
- Where goods are in original packaging.
- And you can provide a proof of purchase.

For faulty goods that we are unable to test in store, we retain the right to have them sent away for testing before a refund or replacement is provided.

Office of Fair Trading
13 QGOV (13 74 68)
www.fairtrading.qld.gov.au

Queensland Government

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate under what circumstances returns are allowed according to picture B;
- 4) Indicate under what circumstances returns are not allowed according to picture B;
- 5) State what should be provided when consumers want to return the goods they have

bought in the shopping mall.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Peng Qi), an outbound tour leader from China Youth Travel Service (CYTS), are leading a Hunan romantic tour group on a 10-night and 11-day trip to Australia. The tour group has already arrived at Clarion Suites Gateway Hotel in Melbourne on July 4th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation(分配)to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Peng Qi), an outbound tour leader from China Youth Travel Service (CYTS), lead a romantic tour group travelling around Victoria Market on July 8th 2022. After that according to the itinerary, you are having dinner at a famous local restaurant. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;

- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 6) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Peng Qi), an outbound tour leader from China Youth Travel Service (CYTS), are taking ten tourists on a 10-night and 11-day romantic trip in Australia. You and your tour group are relaxing at the beach when suddenly dark clouds cover the sky and a strong wind begins to blow.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所设施与	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不	

技能要求 80%	功能区 域 16 分		清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住 手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

26.试题编号：2-2-11 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	FU YANZE	M	1989-04-10	E06027710	Outbound tour leader
02	LI DAQIANG	M	1962-09-01	E22928294	A family Li Daqiang: diabetes Ke: hyperlipidemia（高血脂） Wan: no spicy food
03	KE SULAN	F	1963-11-30	E22717645	
04	LI HAOJUN	M	1985-06-04	E17717690	
05	WAN QIAN	F	1985-10-16	E17741931	
06	LI XIAONA	F	2012-05-01	E19746345	
07	XUE FAN	M	1960-01-30	E18928601	A family Su: hypertension Bai Yu: a vegetarian Xue Fan’s birthday
08	SU QINGZHI	F	1960-02-09	E15928654	
09	BAI YU	M	1983-12-26	E34928329	
10	XUE KEER	F	1984-08-13	E35928115	
11	BAI XIAOJUN	M	2011-07-02	E32928391	
Date of Room Reservation: Nov. 6, 2021 Travel				Reservation Customer: Jin Jiang	

2) Meal Order Form

Meal Order Form			
La Ortolana Pizza Restaurant			
Contact Name: Fu Yanze Company: Jin Jiang Travel Payment Type: Credit Card		Phone Number: 86 13973139957 E-mail: fyzjzt@hotmail.com Number of persons: 11 (9 adults & 2 children)	
Date	Time	Number of Tables	Total
January 15, 2022	12: 00 PM	Two tables for six	\$ 265.25
Appetizers			
Ortolana Fried Combo <i>Breaded Mushrooms, Onion Rings & Broccoli Bites No Substitutions (Approx. 5-8 persons)</i>		\$ 7.90 * 2	
Garlic Bread with Cheese <i>(Approx. 5-8 persons)</i>		\$ 4.75 * 2	
Salads			
Tuna Salad		\$ 7.95 * 5	
Chicken Caesar Salad		\$ 7.95 * 6	
Specialty Pizza			
Meat Lovers <i>Pepperoni, Sausage, Ham, Bacon, Ground Beef (Ex-Large 16")</i>		\$ 17.50 * 2	
Deluxe <i>Pepperoni, Sausage, Ham, Onions, Green Peppers, Mushrooms (Ex-Large 16")</i>		\$ 17.50 * 2	
Drinks			
Soda Water <i>(with ice)</i>		\$ 7.50 * 11	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Fu Yanze), an outbound tour leader from Jin Jiang Travel (JJ Travel), are leading a tour group which contains ten tourists on a 9-night and 10-day trip in New Zealand. The tour group stays in Sudima Hotel in Auckland City New Zealand. Some tourists want to work out in the hotel and ask you to take them to the right place.



FITNESS CENTER

FOR USE OF REGISTERED GUESTS ONLY

This Facility is Not Supervised.

- Use of the equipment is the responsibility of the guest.
- Guest is responsible for knowing his/her own physical limitations.
- Please no wet bathing suits or bare feet.
- Please keep breakable objects out of fitness center.
- No alcoholic beverages.
- No eating, drinking, or horseplay permitted.
- No children under 18 permitted in this facility.

B

The following aspects should be included in your speech:

- 1) Recommend the hotel's related services to the tourists according to their requests;
- 2) Indicate the name of the functional area and main public facilities in picture A;
- 3) Introduce the function of the functional area in picture A;
- 4) Indicate the things which must be done according to picture B;
- 5) Indicate the things which are not allowed to do according to picture B;
- 6) State what should be paid attention to for the tourists when they use the facilities in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Fu Yanze), an outbound tour leader from Jin Jiang Travel (JJ Travel), are leading a tour group on a 9-night and 10-day trip to New Zealand. The tour group has already arrived at Sudima Hotel on January 12th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Fu Yanze), an outbound tour leader from Jin Jiang Travel (JJ Travel), lead a tour group travelling around Abel Tasman beach in New Zealand on January 15th 2022. After that according to the itinerary, a tasty meal with Italian flavors has been arranged for the tourists. Now you are checking the meal order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your meal order to the waiter/ waitress;

- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after the meal;
- 6) Indicate the feedback on how the tourists feel about the meal and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Fu Yanze), an outbound tour leader from Jin Jiang Travel (JJ Travel), are taking ten tourists on a 9-night and 10-day trip in New Zealand. While shopping at a duty-free store, a tourist (Bai Yu) is very anxious when he realizes that he has lost all his money.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6	

技能要求 80%	设施与功能区域 16分		分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	0分。
		5	理解题目要求，信息点完整计5分；信息点每缺失一处扣1分。	
	办理酒店入住手续 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	说明用餐需求 24分	8	语音语调基本正确，声音洪亮计8分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计8分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		8	理解题目要求，信息点完整计8分；信息点每缺失一处扣1分。	
	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计5分；语音语调不准确，每处扣0.5分。	口头表达少于2句， 本题计0分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计6分；单词、句型和专业术语错误每处扣0.5分，逻辑不清晰每处扣0.5分。	
		5	处理措施得当，信息点陈述完整计5分；处理措施不得当、信息点每缺失一处扣1分。	

27.试题编号：2-2-12 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	TAN FEIFEI	F	1987-03-17	E08037895	Outbound tour leader
02	FEI HEMING	M	1968-11-01	E71928291	Friends Fei & Gu: diabetes Wu: hypertension
03	GU HEBO	M	1969-12-30	E71717642	
04	WU KAI	M	1969-06-05	E81717693	
05	SONG LIN	F	1967-10-16	E62741934	Friends Li: sick of fishy smell
06	LI AIHUA	F	1970-05-04	E63746340	
07	DU HUA	F	1968-03-31	E63928605	
08	CAO GANG	M	1969-02-01	E51928656	Friends Cao: no coriander Au: seafood allergy Sha: a Buddhist
09	LIU ANQI	M	1971-12-22	E51928327	
10	SHA LI	F	1970-04-13	E52928118	
11	AU YUJUAN	F	1972-09-02	E52928399	
Date of Room Reservation: Apr. 26, 2022				Reservation Customer: Jin Jiang Travel	

2) Meal Order Form

Meal Order Form			
SIDART Restaurant			
Contact Name: Tan Feifei Company: Jin Jiang Travel Payment Type: Credit Card		Phone Number: 86 13973139957 E-mail: tffjtt@hotmail.com Number of persons: 11 (adults)	
Date	Time	Number of Tables	Total
June 11, 2022	12: 00 PM	One table for twelve	\$ 309.95
Appetizers			
Kholrabi, lime pickle (青柠酱), coconut		\$ 4.00 * 11	
Celeriac, kale (甘蓝) and goat cheese		\$ 4.00 * 11	
Main Courses			
Scampi (虾米) with black cardamom(黑豆蔻)		5 Courses \$ 140.00 <i>(Approx. 10-15 persons)</i>	
Wagyu sirloin (和牛西冷) with mushroom			
Easterbrook quail (伊斯特布鲁克鹌鹑), macadamia (澳洲坚果) with leek			
Scallop (扇贝), smoked eel with onion			
Jerusalem artichoke (朝鲜蓟), buffalo curd, with coriander (香菜)			
Desserts			
New Zealand Style Cheesecake		\$ 4.95 * 11	
Strawberry Shortcake		\$ 4.95 * 11	
Drinks			
Soda Water (with ice)		\$ 2.50 * 11	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Tan Feifei), an outbound tour leader from Jin Jiang Travel (JJ Travel), are leading a tour group which contains ten tourists on a 7-night and 8-day trip in New Zealand. According to the itinerary, now you have taken your tour group to the planed tourist attraction – St Patrick's Cathedral, Auckland.



A

Rules for this Church

1. Both males and females should wear correct dress.
2. No Irn Bru allowed in the church hall. We have a nice carpet, you may spill it.
3. No loud noises. This is a House of God.
4. No running.
5. No cycling.
6. No swearing.
7. Please ensure children remain quiet.
8. Don't play on your phone. (If you get really bored, read a church bible).
9. Only predictable life styles please, therefore no single parents, no one who is or who could be gay, no one dealing with grief, alcoholism, or mental health issues. We're just here to focus on God.
10. Remember to smile.
This is a joyful place.

Poster designed for churches by Angry People Enterprises, and Church Sofa Concern

B

The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State what should be paid attention to for the tourists when they come and visit this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Tan Feifei), an outbound tour leader from Jin Jiang Travel (JJ Travel), are leading a tour group on a 7-night and 8-day trip to New Zealand. The tour group has already arrived at Boulcott Suites Hotel in Wellington on June 9th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation(分配)to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Tan Feifei), an outbound tour leader from Jin Jiang Travel (JJ Travel), lead a tour group travelling around Hauraki Gulf Marine Park in Auckland on June 11th 2022. After that according to the itinerary, you are having lunch at an internet-famous (网红) local restaurant. Now you are checking the meal order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;

- 3) State the basic information about your meal order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after the meal;
- 6) Indicate the feedback on how the tourists feel about the meal and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Tan Feifei), an outbound tour leader from Jin Jiang Travel (JJ Travel), are taking ten tourists on a 7-night and 9-day trip in New Zealand. After check-in, Du Hua, one of the tourists, finds that the hair drier in her room doesn't work.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound tour leader should have when handling such a special situation

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6	

技能要求 80%	设施与功能区域 16分		分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	0 分。
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

28.试题编号：2-2-13 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	MAO WEIQI	M	1996-10-03	E06027710	Outbound tour leader
02	NIU ZIFENG	M	1990-09-05	E20928291	Friends Niu: high uric acid Yan: a Muslim Sun: no stimulating food（发物）
03	DENG KEN	M	1992-11-29	E20717642	
04	YAN RAN	F	1994-06-02	E17417690	
05	SUN LILI	F	1995-07-16	E17441931	
06	ZOU JING	M	1992-05-03	E98746335	Husband & wife Che: heart disease
07	CHE WANLIN	F	1994-01-21	E98928636	
08	SU GANG	M	1987-03-09	E33928629	A family Bi: light flavor Kids: garlic allergy
09	BI YUN	F	1988-12-27	E33928328	
10	SU ZIHANG	M	2015-03-12	E36928231	
11	SU ZIXUAN	F	2015-03-12	E36928232	
Date of Room Reservation: Aug. 30, 2022					
Reservation Customer: Star Ocean International Travel					

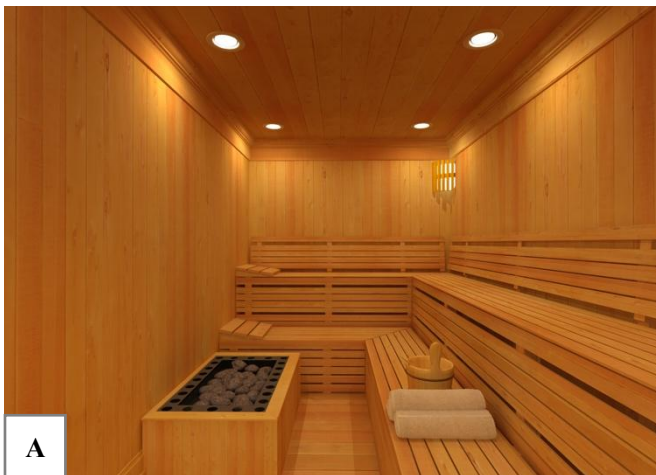
2) Dinner Order Form

Dinner Order Form			
Moyo Restaurant			
Contact Name: Mao Weiqi Company: Star Ocean International Travel Payment Type: Credit Card		Phone Number: 86 13073140613 E-mail: mwqsoit@hotmail.com Number of persons: 11 (9 adults & 2 children)	
Date	Time	Number of Tables	Total
October 03, 2022	18: 00 PM	One table for twelve	R 621.50
Appetizers			
West Coast Mussels (贻贝) <i>Fresh black mussels with wine garlic, onion, cream and served with warm cumin bread</i>		2 Courses R 155.00 <i>(Approx. 10-15 persons)</i>	
Drie Hoekie Koekies <i>Triangular samoosas, cooked with sweet and hot savory mince (肉馅)</i>			
Main Courses			
Lamb Tagine (汤)		3 Courses R 175.00 <i>(Approx. 10-15 persons)</i>	
Zulu Pork Curry			
Umtata Beef Somp (酱饼) and Soy Beans			
Desserts			
Cinnamon (肉桂) and Apple Malva <i>Traditional brandy custard and whipped cream</i>		R 8.50 * 11	
Koeksisters <i>In chili syrup with vanilla (香草) ice cream</i>		R 8.50 * 11	
Drinks			
Lemonade (with ice)		R 9.50 * 11	

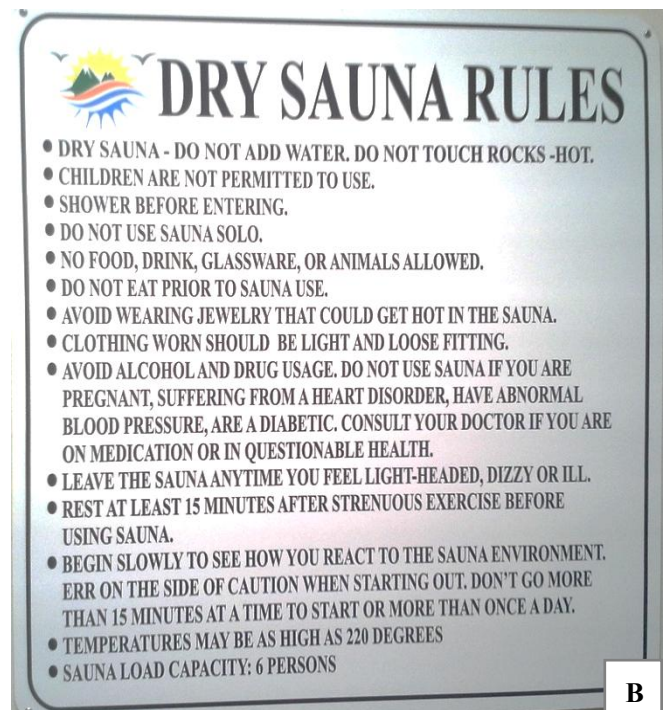
Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Mao Weiqi), an outbound tour leader from Star Ocean International Travel (SOIT), are leading a tour group which contains ten tourists on a 6-night and 7-day exotic trip in South African. The tour group stays in Radisson Blu Hotel in Cape Town. Some tourists want to have some saunas in the hotel and ask you to take them to the right place.



A



B

The following aspects should be included in your speech:

- 1) Recommend the hotel's related services to the tourists according to their requests;
- 2) Indicate the name of the functional area and main public facilities in picture A;
- 3) Introduce the function of the functional area in picture A;
- 4) Indicate the things which must be done according to picture B;
- 5) Indicate the things which are not allowed to do according to picture B;
- 6) State what should be paid attention to for the tourists when they stay in this functional area.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Mao Weiqi), an outbound tour leader from Star Ocean International Travel (SOIT), are leading a tour group on a 6-night and 7-day exotic trip to South Africa. The tour group has already arrived at Radisson Blu Hotel on October 1st 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Mao Weiqi), an outbound tour leader from Star Ocean International Travel (SOIT), lead your tour group travelling around Cape of Good Hope in South Africa on October 3rd 2022. After that according to the itinerary, a tasty dinner with local flavors has been arranged for the tourists. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;

- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 6) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Mao Weiqi), an outbound tour leader from Star Ocean International Travel (SOIT), are taking ten tourists on a 6-night and 7-day exotic trip in South Africa. However, while travelling outdoors Che Wanlin, a tourist, suddenly sprains her left ankle and can't move at all.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6	

技能要求 80%	设施与功能区域 16分		分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	0 分。
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

29.试题编号：2-2-14 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	YANG PENG	M	1989-06-25	E06027710	Outbound tour leader
02	MO SHAOHUI	M	1994-09-27	E22928261	Friends
03	LIU HUAN	M	1995-11-03	E22717664	Mo: alcohol allergy
04	MEI BING	M	1995-06-06	E43717687	Liu & Mei prefer strong flavors.
05	LI WEIJIA	M	1980-10-12	E43741936	A family
06	WU HUIZHEN	F	1981-05-31	E11746340	Wu: a vegetarian
07	LI ZIHANG	M	2008-01-07	E11928602	Kid: no spicy food
08	JIN CHI	M	1983-01-20	E11928655	A family
09	YIN SHAN	F	1987-12-28	E37928322	Yin: carsickness
10	JIN XIAOQI	F	2006-08-11	E37928111	Kids: egg allergy
11	JIN XIAOHAO	M	2008-10-09	E37928303	
Date of Room Reservation: Jul. 2, 2022					
Reservation Customer: Star Ocean International Travel					

2) Dinner Order Form

Dinner Order Form			
Tanzanite Beach Resort Hotel			
Contact Name: Yang Peng Company: Star Ocean International Travel Payment Type: Credit Card		Phone Number: 86 17973131608 E-mail: ypsoit@hotmail.com Number of persons: 11 (8 adults & 3 children)	
Date	Time	Number of Tables	Total
August 7, 2022	18: 00 PM	Three tables for four	\$ 310.50
Side Orders			
African Salad <i>Farm fresh lettuce, enhanced with corned beef, baked beans, eggs, tomatoes, cucumber with a house dressing (Approx. 4 persons)</i>		\$ 15.50 * 3	
African Entrees			
Jollof Rice Combo <i>Rice stewed in tomato sauce served with spinach and (Beef/ Chicken/ Fish/ Turkey)</i>		\$ 12.00 * 3	
Ewa Aganyin and Ata <i>Beans with fried pepper soup served with (Beef/ Chicken/ Fish/ Turkey)</i>		\$ 12.00 * 4	
Homity White <i>Brushed boiled with corn, served sauce and (Beef/ Chicken/ Fish/ Turkey)</i>		\$ 12.00 * 4	
Entrees			
Macaroni and Cheese <i>Served with a side of collard Green and Chicken Brest</i>		\$ 7.00 * 7	
Curry Goat		\$ 7.00 * 4	
Soups			
Fish Pepper Soup		\$ 5.00 * 5	
Goat Pepper Soup		\$ 5.00 * 6	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Yang Peng), an outbound tour leader from Star Ocean International Travel (SOIT), are leading a Hunan tour group which contains ten tourists on a 10-night and 11-day East African adventure trip. Now you have taken your tour group to the planed tourist attraction based on the tour itinerary.



SERENGETI NATIONAL PARK PARK FEES :		
APPROVED TANAPA FEES SCHEDULE FROM 1 ST JANUARY 2006		
THE ENTRY FEES ARE VALID FOR SINGLE ENTRY WITHIN TWENTY FOUR HOURS ONLY.		
1. PERSON	NON CITIZEN	CITIZEN
A. ABOVE 16 YEARS	50 USD	1500 TSHS.
B. BETWEEN 5 AND 16 YEARS	10 USD	500 TSHS.
C. BELOW 5 YEARS	FREE	FREE
PERMIT FOR VEHICLES APPROVED FEES FROM 1st JULY 2006		
2. VEHICLE		
A. UP TO 2000 KGS	40 USD	10000 TSHS.
B. BETWEEN 2000 AND 3000 KGS	150 USD	25,000 TSHS.
C. ABOVE 3001 - 7000 KGS	200 USD	50,000 TSHS.
D. 7001 - 10000 KGS	300 USD	100,000 TSHS.
3. ACCOMMODATION P/PERSON		
A. REST HOUSE	30 USD	5000 TSHS.
HOSTEL	20 USD	3000 TSHS.
4. CAMPING: PUBLIC CAMPSITE		
A. PERSON ABOVE 16 YEARS	30 USD	1000 TSHS.
B. PERSON BETWEEN 5 AND 16 YEARS	5 USD	500 TSHS.
C. PERSON BELOW 5 YEARS	FREE	FREE
5. SPECIAL CAMPSITE		
A. PERSON ABOVE 16 YEARS	50 USD	1000 TSHS.
B. PERSON BETWEEN 5 AND 16 YEARS	5 USD	500 TSHS.
C. PERSON BELOW 5 YEARLY	FREE	FREE
6. FILMING:		
EACH PERSON, INCLUDING ENTRY AND CAMPING FEES BUT EXCLUDING VEHICLE FEES	100 USD	
N.B: FEES NOT REFLECTED IN THE ABOVE SCHEDULE WILL REMAIN AS CURRENTLY CHARGED		

The following aspects should be included in your speech:

- 1) Indicate the name of the tourist attraction and the functional area in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate how the tourist attraction charges for people according to picture B;
- 4) Indicate how the tourist attraction charges for vehicles according to picture B;
- 5) Indicate how the tourist attraction charges for campsites and filming according to picture B.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Yang Peng), an outbound tour leader from Star Ocean International Travel (SOIT), are leading a Hunan tour group on a 10-night and 11-day adventure trip to East Africa. The tour group has already arrived at Tanzanite Beach Resort Hotel in The United Republic of Tanzania on August 6th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Yang Peng), an outbound tour leader from Star Ocean International Travel (SOIT), take your tour group travelling out for a whole day in Tanzania on August 7th 2022. Now you are back at the hotel and it's just time for dinner. According to the itinerary, a special local meal has been arranged for the tourists in the hotel. Now you are checking the dinner order information with a restaurant waiter/ waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;

- 2) Indicate your identity and intention to the waiter/ waitress;
- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Recommend the specialties of the hotel restaurant to the tourists;
- 6) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 7) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Yang Peng), an outbound tour leader from Star Ocean International Travel (SOIT), are taking ten tourists on a 10-night and 11-day adventure trip in East Africa. While exploring the East African savanna (热带草原), one of your safari vehicles breaks down suddenly and the other safari vehicle doesn't have enough room for all the tourists.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) Illustrate the detailed measures you will take;
- 3) Indicate the service attitude an outbound tour leader should have when handling such an emergency.

(2) 实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间, 照明、通风良好	必备
	面试教室:多媒体教室若干间, 照明、通风良好	
设备	每间面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

(3) 考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技	描述公共场所设施与功能区域 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	

能 要 求 80%		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

30.试题编号：2-2-15 境外旅游服务

(1) 任务描述

从出境领队实际工作出发，运用相关知识，根据所给考题信息以及旅游接待工作情境，用英语描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求和处理相关特殊情况。

Background Information

1) Tourist Information Form

No.	Name	Gender	Date of birth	Passport number	Remark
01	XIAO HUA	F	1994-06-25	E04315821	Outbound tour leader
02	GE TUNLI	F	1991-09-27	E56928231	Colleagues Ge: alcohol allergy Ni has a period. Bao & Nu prefer light flavors. Du: a vegetarian
03	NI SHAN	F	1992-11-03	E78717623	
04	BAO QIMIN	M	1990-06-06	E90717634	
05	NU ZHI	M	1990-10-12	E18741937	
06	DU XIAO	M	1992-05-31	E38746925	
07	MU KEQIN	F	1988-01-07	E91425783	Friends Lan: seasickness Guo: dairy allergy Huo: no stimulating food（发物）
08	LAN TIAN	F	1988-01-20	E91422985	
09	FENG YIYI	F	1989-12-28	E36928513	
10	GUO YU	M	1990-08-11	E36928903	
11	HUO GANG	M	1991-10-09	E47928217	
Date of Room Reservation: May 8, 2022					
Reservation Customer: New Century Travel Service					

2) Dinner Order Form

Dinner Order Form			
Herringbone Restaurant			
Contact Name: Xiao Hua Company: New Century Travel Service Payment Type: Credit Card		Phone Number: 86 15973162003 E-mail: xhncts@hotmail.com Number of persons: 11 (adults)	
Date	Time	Number of Tables	Total
June 12, 2022	18: 00 PM	Two tables for six	\$ 373.00
Greens			
Vegan Chili <i>Garnet Yams, Roasted Corn, Sweet Peppers, Tomatoes, Lentils, Spices Topped with Guajillo & Dry Herb Sizzle</i>		\$ 15.00 * 2 <i>(Approx. 5-8 persons)</i>	
Plates			
Baja Tacos <i>Grilled Shrimp, Grilled Fish/ Octopus, Jicama Slaw, Roasted Tomatillo Salsa, Lime Crema</i>		\$ 15.00 * 2 <i>(Approx. 5-8 persons)</i>	
Two-hand Burger <i>Applewood Smoked Bacon, Cheddar, Onion Jam, Aioli, Arugula</i>		\$ 20.00 * 2 <i>(Approx. 5-8 persons)</i>	
Lobster Roll <i>Maine Lobster, Lemon Mayo, Tomato, Pickles, House-Made Roll</i>		\$ 25.00 * 2 <i>(Approx. 5-8 persons)</i>	
Olive Wood Fired Flatbreads			
Funghi <i>Mushroom, Roasted Garlic, Sage, Pesto, Fontina, Parmesan (帕马森奶酪)</i>		\$ 8.00 * 11	
Fennel Sausage <i>Tomato, Sweet Peppers, Pesto, Hand Stretched Mozzarella (马苏里拉奶酪)</i>		\$ 8.00 * 11	
Sweets			
Chocolate Hazelnut Bar		\$ 7.00 * 5	
Herringbone Sundae		\$ 7.00 * 6	

Task 1 描述公共场所设施与功能区域 (20%)

Directions: You are required to describe the public facilities and the functional area for 2~3 minutes based on the following situation.

Situation: You (Xiao Hua), an outbound tour leader from New Century Travel Service (NCTS), are leading a Hunan youth tour group which contains ten tourists on a 9-night and 10-day trip in Hawaii. Now you have taken your tour group to a beach, one of the scenic spots, based on the tour itinerary.



The following aspects should be included in your speech:

- 1) Indicate the name of the functional area and main public facilities in picture A;
- 2) Introduce the function of the functional area in picture A;
- 3) Indicate the things which must be done according to picture B;
- 4) Indicate the things which are not allowed to do according to picture B;
- 5) State what the tourists should do if they want to have a special event activity on the beach.

Task 2 办理酒店入住手续 (30%)

Directions: You are required to check in the hotel based on the background information and the following situation. Your speech should be 3~5 minutes.

Situation: You (Xiao Hua), an outbound tour leader from New Century Travel Service (NCTS), are leading a Hunan youth tour group on a 9-night and 10-day trip to Hawaii. The tour group has already arrived at Hilton Hawaiian Village Waikiki Beach Resort Hotel in Hawaii on June 10th 2022, and you are going to check in for the tour group.

The following aspects should be included in your speech:

- 1) Greet the hotel receptionist politely;
- 2) Indicate your identity and intention to the hotel receptionist;
- 3) State the room reservation information of the tour group to the hotel receptionist;
- 4) Describe the group's room allocation (分配) to the hotel receptionist;
- 5) State the preference of the room types after handing in all the tourists' passports to the hotel receptionist with courtesy;
- 6) Indicate the request to the hotel receptionist to make three copies of tourists' room list form;
- 7) Indicate the request to the concierge to transport luggage for your tour group members.

Task 3 说明用餐需求 (30%)

Directions: You are required to state the meal requirements. Your presentation should be 3~5 minutes based on the background information and the following situation.

Situation: You (Xiao Hua), an outbound tour leader from New Century Travel Service (NCTS), take your tour group travelling around Waikiki Beach in Honolulu Hawaii on June 12th 2022. After that according to the itinerary, a local flavor meal has been arranged for the tourists in an exotic restaurant. Now you are checking the dinner order information with a restaurant waiter/waitress.

The following aspects should be included in your presentation:

- 1) Greet the restaurant waiter/ waitress politely;
- 2) Indicate your identity and intention to the waiter/ waitress;

- 3) State the basic information about your dinner order to the waiter/ waitress;
- 4) State some special meal requirements to the waiter/ waitress;
- 5) Indicate the request to the waiter/ waitress to pay the bill after dinner;
- 6) Indicate the feedback on how the tourists feel about the dinner and the service to the waiter/ waitress.

Task 4 特殊情况处理 (20%)

Directions: You are required to make a short talk about how to deal with the following special situation for 1~2 minutes.

Situation: You (Xiao Hua), an outbound tour leader from New Century Travel Service (NCTS), are taking ten tourists on a 9-night and 10-day trip in Hawaii. While you are travelling outdoors Mu Kegin, a tourist, faints from heatstroke losing her consciousness instantly.

The following aspects should be included in your short talk:

- 1) Describe what happened to the tourist;
- 2) State what you will do to help the tourist;
- 3) Indicate the service attitude an outbound a tour leader should have when handling such an emergency.

（2）实施条件

项目	基本实施条件	备注
场地	备考教室:机房教室若干间，照明、通风良好	必备
	面试教室:多媒体教室若干间，照明、通风良好	
设备	每间面试教室一台电脑，一台投影仪，一支激光笔，若干座椅	必备
工具	自备领队旗、小蜜蜂扩音器、其他道具	按需选备

（3）考核时量

考核时间：90 分钟。 其中，面试时间 15 分钟，描述公共场所设施与功能区域、办理酒店入住手续、说明用餐需求、处理相关特殊情况口试准备 75 分钟。

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	按照 LB/T 039—2015 导游领队引导文明旅游规范要求，职业道德信念强，尽职尽责，具备出境领队基本素质，具有良好的人际沟通能力、灵活应变和独立工作能力，具有调整游客情绪的能力，沉着冷静与有条不紊处理问题的心理素质，具备跨文化交际的意识和能力，服务游客热情真诚礼貌，境外旅游服务耐心细致周到，妆容得体，举止文明大方。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备的能力，操作规范。工作场地脏乱差、严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
	描述公共场所设施与功能区	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句，本题计 0 分。
		6	描述公共场所设施与功能区域词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不	

技能要求 80%	域 16 分		清晰每处扣 0.5 分。	
		5	理解题目要求，信息点完整计 5 分；信息点每缺失一处扣 1 分。	
	办理酒店入住 手续 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	办理酒店入住手续词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	说明用餐需求 24 分	8	语音语调基本正确，声音洪亮计 8 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		8	说明游客用餐需求词汇和句型运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 8 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		8	理解题目要求，信息点完整计 8 分；信息点每缺失一处扣 1 分。	
	特殊情况处理 16 分	5	语音语调基本正确，声音洪亮计 5 分；语音语调不准确，每处扣 0.5 分。	口头表达少于 2 句， 本题计 0 分。
		6	处理特殊情况的常用词汇和句式运用熟练、恰当，句子完整通顺，语法使用正确，条理清晰计 6 分；单词、句型和专业术语错误每处扣 0.5 分，逻辑不清晰每处扣 0.5 分。	
		5	处理措施得当，信息点陈述完整计 5 分；处理措施不得当、信息点每缺失一处扣 1 分。	

三、在线旅游咨询员模块

1. 试题编号：3-1-1 行程咨询

(1) 任务描述

根据背景信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，对旅游实际情况中的行程安排、票务、景点费用等方面的咨询进行线上及时回复，通过email详细回复客户对交通及其费用的咨询，最后针对客户咨询内容进行口头回复。

Background Information

1) Yueyang Travel Guide

Located in the northeast of Hunan Province, Yueyang Famous Port City with Picturesque Dongting Lake, with 163 kilometers (101 miles) of the Yangtze River coastline, Yueyang is the only international trade port city in Hunan. Over the course of 2,500-year history, many historical sites have been left such as the Yueyang Pavilion, one of the three Chinese famed pavilions, and China's second largest freshwater lake Dongting Lake, a good tourist destination. On the lake is located an island called Junshan Island and is also a good tourist resort. Many visitors are attracted by the changeable and beautiful scenery of Dongting Lake from the perspective of Yueyang Tower.

Dongting Lake, China's second-largest freshwater lake, is located in northeastern Hunan Province. Many ancient Chinese poems and stories were written about the beauty of the lake. Four streams including the Xiangjiang River and other three rivers all flow into Dongting Lake, and the lake is sometimes known as 'the holder of the four streams'. Because it acts as a tremendous natural reservoir or flood-basin, it plays an important role in adjusting the flow of the Yangtze River. The Lake is sometimes known as 'the taker and sender of the Yangtze River'.

The most famous scene in the lake is an island called Junshan, a lonely, mountainous island on Dongting Lake. The island is also called Love Island because it is associated with two love stories in ancient times. Junshan Island contains 72 peaks. There are ferries to take the passengers back and forth. The ferry ride takes about an hour, but plan to spend the whole day exploring the island. Dongting Lake attracts people from all over the world with its vast historical heritage, places of interest, and its convenient location. If you want to sail, go bird-watching, fish, or pick lotus flowers, this lake is a perfect place to go.

The Yueyang Tower (Yueyang Lou) is located on the shores of Dongting Lake. It is generally believed that it was built more than 1,700 years ago. Its architecture is very particular because the whole building is made of wood, with just four pillars to support the entire structure. Seen from a distance, the Yueyang Tower seems like a giant bird which is in flight. The red building with its yellow glazed roof tiles is a splendid and colorful sight. Views here are spectacular. You will see the tower glowing in the sunshine together with the drifting clouds as reflections on the glimmering surface of the Dongting Lake. You will also see the white sails of passing boats contrasting with the blue sky. Over the centuries, many famous people have left their mark here. Nearby, there's Bianhe Street, an antique street, full of stores and restaurants which provide many kinds of food including local dishes. You can taste some of the local specialties, especially many kinds of fish from Dongting Lake. It's interesting to see many boats going up and down in Dongting Lake. And you can watch some women doing square dancing in front of Yueyang Tower.

In Yueyang, visitors need no worries in regard to transportation. Visitors can reach Changsha Huanghua International Airport, which is only 130 kilometers from Yueyang, or it is 150 kilometers from the center of Changsha to Yueyang. It takes about one hour's ride on the high-speed motorway from Changsha to Yueyang, and there are many high speed trains operating between Changsha and Yueyang in a day, and the whole journey takes only 36 minutes with the cost of 69.5RMB for each train. There are many high-speed trains passing through Yueyang, where they stop to take passengers to all directions every few minutes. Transportation by water is also

convenient because the city is the only port in Hunan Province which is beside the Yangtze River. In Yueyang there are about 42 bus lines running regularly day and night. The bus line 15 is popular for tourists, which starts from Yueyang Railway Station; the major stops are Yueyang Tower, Dongting Lake Bridge, and Yueyang Tower Wharf. Duration is one hour and ticket fare is about 5 yuan. Commuting by taxi is also convenient in the city. Usually the taxi fare in town won't exceed 20 yuan. The starting charge is 6 yuan for the first 2 km in the daytime and 7 yuan during nighttime (22:00 pm. – 05:00 am. the next day). For the succeeding distance, it costs 2 yuan for every additional 1 km during the day and 2.4 yuan at night.

2) Train Tickets Information

Changsha(长沙) — Yueyang(岳阳) (72 results)

Train No.	Departure time	Travel time	Arrival time	Price	
G534	07:10 Changshanan(长沙南)	33m	07:43 Yueyangdong(岳阳东)	business-class seat	¥212.5 1 left Book
				first-class seat	¥109.5 3 left Book
				second-class seat	¥69.5 Book
G1438	07:15 Changshanan(长沙南)	33m	07:48 Yueyangdong(岳阳东)	VIP seat	¥128.5 Sold out
				first-class seat	¥109.5 Book
				second-class seat	¥69.5 Book
G1290	07:21 Changshanan(长沙南)	33m	07:54 Yueyangdong(岳阳东)	VIP seat	¥128.5 Sold out
				first-class seat	¥109.5 2 left Book
				second-class seat	¥69.5 Book

Yueyang(岳阳) — Changsha(长沙) (73 results)

Train No.	Departure time	Travel time	Arrival time	Price	

G505 ▾	21:58	34m	22:32	business-class seat	¥212.5	Sold out
	Yueyangdong(岳阳东) ♀		Changshanan(长沙南) ♀	first-class seat	¥109.5 12 left	Book
				second-class seat	¥69.5	Book
				standing ticket	¥69.5	Sold out

G1745 ▾	22:17	35m	22:52	business-class seat	¥212.5 12 left	Book
	Yueyangdong(岳阳东) ♀		Changshanan(长沙南) ♀	first-class seat	¥109.5	Book
				second-class seat	¥69.5	Book

G1437 ▾	22:22	35m	22:57	VIP seat	¥128.5 14 left	Book
	Yueyangdong(岳阳东) ♀		Changshanan(长沙南) ♀	first-class seat	¥109.5	Book
				second-class seat	¥69.5	Book

3) Huatian Hotel Changsha Traffic

Huanghua International Airport: 24.30 km 35 mins by taxi
72 yuan 24.30 km 40 mins by airport express
21 yuan

Changsha South Railway Station: 12.50 km 30 mins by taxi
30 yuan 12.50 km 40 mins by
Metro Line 2 5 yuan

Changsha Railway Station: 1.75 km 8 mins by taxi
6 yuan

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Yueyang with at least 150 words and 10 rounds.

Situation:

Manfred, a German guy staying in Huatian Hotel (**Address:**No.300 Jiefang East Road, Changsha, China) and working in Changsha, makes a call to Huatian Travel. He wants to take a tour to Yueyang, and he wants to get some advice about the transport, itinerary for the tour and so on.

You, Liu Li, a travel consultant of Huatian Travel, are answering the call from

Manfred.

The following should be included in the conversation:

- 1) Greet politely and show willingness to provide service;
- 2) Give response and show appreciation for making an inquiring;
- 3) Indicate that the two places are worthy of visit, and ask for the schedule;
- 4) Indicate the reasons why it's more suitable to visit Yueyang;
- 5) Give brief introduction to high speed train between Changsha and Yueyang, including travel time, seats of different classes and their fares, as well as the choices for most passengers;
- 6) Give more detail information about the earliest trains and the last ones;
- 7) Introduce natural beauties around Dongting Lake as the top attraction in Yueyang, including the characteristics of Dongting Lake
- 8) Recommend Yueyang Tower as the second top attraction;
- 9) Recommend taking a ferry to Junshan Island, and introduce it briefly;
- 10) Recommend Bianhe Street as a good place for lunch, where many kinds of delicious and fresh fish are provided.

11)

A: You, Liu Li, a travel consultant of Huatian Travel Company

B: Manfred, a German guy who is inquiring

A: 1) _____

B: Hello, this is Manfred in Room 1816. I call you again for some inquiring.

A: 2) _____

B: I want to take a short trip next weekend near Changsha, Yueyang or Zhangjiajie, which is better?

A: 3) _____

B: I'd like to start on Saturday morning and be back in the evening the same day .

A: 4) _____

B: What is the best transport to take? How long to get there and the cost?

A: 5) _____

B: When is the earliest train from Changsha, and the latest train from Yueyang?

A: 6) _____

B: What can I see there? Any suggestion?

A: 7) _____
B: Wow, it's cool. I love natural beauties.
A: 8) _____
B: Yes. What else shall I visit in the afternoon?
A: 9) _____
B: Good idea!
A: 10) _____
B: Cool, I like fish. I can't wait to have a taste. Thank you so much.
A: It's my pleasure. Wish you a nice trip in Yueyang.

Task 2 对交通及其费用咨询的邮件回复 (40%)

Directions: You are allowed 40 minutes to reply Manfred an email based on the background information and your experiences with 200 words. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject;
- 3) Indicate the correct railway station to get to, because there are two railway stations in Changsha;
- 4) Indicate the distance between Huatian Hotel Changsha to Changsha South Railway Station;
- 5) Introduce modes of transportation and the fares;
- 6) Recommend the most convenient and suitable mode of transportation;
- 7) Indicate the reasons why to recommend it;
- 8) Extend your wishes.

How to Get to the Railway Station from the Hotel

Manfred <manfred286@gmail.com>

Time: Fri. 2021/09/17

To: huatiantll@gmail.com

Dear sir,

Thanks for your detail introduction to the attractions and activities in Changsha last

week, and I've visited some places. Next Saturday I want to take a short trip in Yueyang city by high speed trains. How far is it from Huatian Hotel to the railway station, how much is the fare, and what is the best transport to take? Please give me some advice.

Thanks.

Yours Manfred

Your Reply to Manfred:

To: _____

Subject: _____

Dear...

Task 3 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Yueyang?
- 2) What is the best transport to take? How long to get there and the cost? Give brief introduction to high speed train between Changsha and Yueyang, including travel time, seats of different classes and their fares, as well as the choices for most passengers;
- 3) When is the earliest train from Changsha, and the latest train from Yueyang?
- 4) What can I see there? Any suggestion?
- 5) What else shall I visit in the afternoon?
- 6) Recommend taking a ferry to Junshan Island, and introduce it briefly;
- 7) Recommend Bianhe Street as a good place for lunch, where many kinds of delicious and fresh fish are provided.

You can begin like this: Hello, Manfred, according to your inquiry, I'd like

to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一	

			处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

2. 试题编号: 3-1-2 行程咨询

(1) 任务描述

根据背景信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的票务费用、行程安排和服务等方面的咨询进行线上及时回复,通过 email 详细回复客户对日程安排的咨询,最后针对客户咨询内容进行口头回复。

Background Information

1) Kunming Travel Guide

Kunming, capital of Yunnan Province, is known as 'the City of Eternal Spring' for its pleasant climate and flowers that bloom all year round. With a history of more than 2,400 years, it was the gateway to the Silk Road. Today it is the most popular tourist destination in southwest China. About 26 ethnic minorities such as Yi, Bai, Miao, Dai, and Hani inhabit this region. Western Hills, also called 'Sleeping Buddha Hills' or 'Sleeping Beauty Hills' provide tourists an excellent environment to enjoy the marvelous scenery. The best time to visit Kunming is from March to October when the flowers bloom, fruits are ripe and various festivals are celebrated by the ethnic minorities.

For many travelers, Dali is a must-go city on a trip to Kunming. Ancient buildings, city walls and the old city moat(护城河) are most frequently visited by visitors. Three Pagodas in Chongsheng Temple, facing Erhai Lake, was built 1,800 years ago. It is a symbol of the history of Dali City, and a record of the development of Buddhism in the area. Dali Ancient City can be dated back to the year 1382, and its grand city wall and traditional Bai ethnic minority folk houses have been attracting many visitors. We can explore the mystery belonging to that period of history, especially through witnessing parts of the city wall, the North City Wall Tower and the South City Wall Tower. The layout of Dali Ancient City, including winding lanes and historical monuments, has remained unchanged till now. The traditional Bai ethnic minority folk houses and ethnic handicrafts, like jewelry and stone carvings,

make Dali Ancient City full of charm. Lijiang, an attractive tourist destination in Kunming, is considered a fairyland with fresh air, clear streams and nice snowy mountains. It is the main region inhabited by the Naxi People with a pleasant year-round climate and a wide variety of tourist resources. The Old Town District has the well preserved Lijiang Old Town, listed a World Cultural Heritages site by UNESCO. Jade Dragon Snow Mountain, consisting of 13 peaks covered by snow all year round, is also called the "Natural Glacier Museum(天然冰川博物馆)" for it has all types of glacier. It's really worthy of your time. In the evening, visitors can enjoy a show of The Impressions of Lijiang to know more about the ancient town and its culture.

2) Tour Information

703: 6 Days Private Tour of Kunming - Dali – Lijiang (6-9 travelers)

Tour Type: Private Tour, any parts of the itinerary can be customized

Guide & Driver: English-speaking guide, experienced driver with an air-conditioned vehicle

Meals: 5 western buffet breakfasts, 5 lunches and dinners

Tour Highlights:

- Visit Three Pagodas in Chongsheng Temple, the grand city wall in Dali and traditional Bai ethnic minority folk houses
- Explore the nearly 1000-year-old town, Lijiang - a UNESCO World Heritage site and the most sacred Jade Dragon Snow Mountain
- Visit an original Naxi minority settlement, Baisha Village & its murals(壁画)
- Enjoy the show of The Impressions of Lijiang, and the Naxi Ancient music

From **\$739** per person

3)The Package Included

✓ Price Includes

- Transportation fare of Kunming, Dali, and Lijiang;
- Hotel accommodation with breakfasts, lunches and dinners as itinerary specifies;

- Private English-speaking guides, Private drivers & air-conditioned vehicles;
- Entrance fees to tourist sites.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the background information with at least 150 words and 10 rounds.

Situation:

Mark, a guy from England, makes a call to China International Travel Service. He wants to take a package tour in Kunming, Dali and Lijiang, he has a few questions about the itinerary, the total cost, services and so on.

You, Liu Li, a travel consultant of China International Travel Service, are answering the call from Mark. Your email address: tctliuli@gmail.com.

The following should be included in the conversation:

- 1) Greet politely and show willingness to provide service;
- 2) Give a positive answer, and indicate a package tour in Kunming with introduction of the type and destinations of the tour;
- 3) Indicate the cost of the tour;
- 4) Indicate the items of the cost;
- 5) Indicate the standards of hotels;
- 6) Indicate that English-speaking guides are provided, and that any parts of the itinerary can be customized;
- 7) Ask for email address, promise to send the itinerary and contract, and give the link for payment online.
- 8) Ask for a visa;
- 9) Indicate that the receipt, the contract signed, the hotel list and itinerary, which can be used for the visa application, will be mailed at the receipt of the payment. Also indicate the need of the mailing address;
- 10) Indicate your willingness to make an immediate reply when necessary.

11)

A: You, Liu Li, a travel consultant of China International Travel Service

B: Mark, a guy from England who is inquiring

A: 1) _____

B: Good morning. This is Mark Lint from England. I'd like to know if you offer trips to Kunming in October.

A: 2) _____

B: Wonderful! How much will it cost?

A: 3) _____

B: I see. What does the package include?

A: 4) _____

B: Ok. By the way, what are the accommodation conditions?

A: 5) _____

B: Nice. What special service do you have for foreign travelers?

A: 6) _____

B: That's fine. I'd like to make a reservation

A: 7) _____

B: My email address is marklint@gmail.com.

A: 8) _____

B: No. I need to apply for a tourist visa.

A: 9) _____

B: It's 155 London Road, Leicester, UK.

A: 10) _____

B: Thank you so much, you are so nice.

A: You are welcome. Hope everything goes smoothly and you enjoy your trip to Kunming.

Task 2 日程安排咨询的邮件回复 (40%)

Directions: You are allowed 40 minutes to reply Mark an email based on the background information and the following itinerary with 200 words. Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary for 703: 6 Days' Private Tour to Kunming - Dali - Lijiang

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Kunming	Arrival in Kunming, Empark Grand Hotels(5-star)	D
Day 2	Kunming,	Visit Three Pagodas of Chongsheng Temple;	B, L, D

	Dali	Go to Dali Ancient City, and visit towers, winding lanes and historical monuments. Regend Hotel (5-star)	
Day 3	Dali, Lijiang	Drive to Lijiang; Visit Bai Ethnic Village and buy ethnic handicrafts; After lunch, visit Black Dragon Pool; In the evening, watch the show The Impressions of Lijiang. Guanfang Hotel (Garden Villa) (5-star)	B, L, D
Day 4	Lijiang	Visit Jade Dragon Snow Mountain and take a cable car to its peak; Back down to White Water River. Guanfang Hotel (Garden Villa) (5-star)	B, L, D
Day 5	Lijiang, Kunming	In the morning, visit Lijiang Ancient Town; In the afternoon, fly back to Kunming; In the evening, watch a Naxi Ancient Music performance. Empark Grand Hotel (5-star)	B, L, D
Day 6	Kunming	In the morning, visit Western Hills and take a cable car up to the Dragon Gate; Get a bird's-eye view of Dianchi Lake; Fly back home.	B, L

The following aspects should be included in the email:

- 1)Indicate the email addresses of the receiver, the date, complimentary close and the signature;
- 2)Indicate the subject of the detail arrangements about the Tour in Kunming;
- 3)Indicate the type tour;

- 4) Indicate activities for each day;
- 5) Introduce meals for the tour;
- 6) Indicate the standards of hotels;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs.

Detail Arrangements about the Tour in Kunming

Mark < marklint@gmail.com >

Time: Fri. 2021/09/20

To: tctliuli@gmail.com

Dear sir,

Thanks for your reply to my inquiry today, would you please tell me the detailed arrangements of the tour?

Thanks a lot.

Yours Mark

Your Reply to Mark:

To: _____

Subject: _____

Dear...

Task 3 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation based on Task 1 for 3-5mins after 15 minutes of preparation. The content includes the following:

- 1) Do you offer trips to Kunming in October? Indicate a package tour in Kunming with introduction of the type and destinations of the tour;
- 2)How much is the cost of the tour, and what are the items of the cost?
- 3)How are the standards of the hotels?
- 4) What special service do you have for foreign travelers?
- 5) Ask for email address and promise to send the itinerary and contract, and show the link for payment online,
- 6) Ask whether Mark has a visa;
- 7) Indicate that the receipt, the contract signed, the hotel list and itinerary will be used for the visa application, and will slao be mailed at the receipt of the payment.
- 8) Indicate the need of the mailing address.

You can begin like this: Hello, Mark, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能	

20%			力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

3.试题编号: 3-1-3 行程咨询

(1) 任务描述

根据背景信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的票务费用、行程安排和服务等方面的咨询进行线上及时回复,通过 email 详细回复客户对日程安排的咨询,最后针对客户咨询内容进行口头回复。

Background Information

1) Suzhou Travel Guide

Suzhou, “Venice of the Orient”, is located in southern Jiangsu Province in the center of the Yangtze Delta, and 42% area of the city is covered by water. Built in 514 BC, this is an ancient city with over 2,500 years of history. The unique characteristics of the past are still retained today. Suzhou Old Town has been the cultural center of the regions south of the Yangtze River for long. It has many classic gardens and the longest river channel in China’s water towns, with more than 30 old streets and alleys, 70 ancient bridges, 639 old wells and 22 ancient memorial archways(古牌坊). Here, you can not only explore the cultural heritages for thousands of years, but also feel the elegant and peaceful charm of the past times. Three highlights of Suzhou Old Town - gardens, ancient streets and city wall are unmissable attractions.

Visiting the wonderful ancient water towns or lingering in the classical gardens, you will truly know the charm of “Paradise on earth”, and feel “Gardens to the south of the Yangtze River are the best in the world, and Suzhou gardens are the best among them”. These gardens get their high reputation not only for their vast numbers, but also for their charming natural beauty and harmonious construction. At present more than 60 gardens are kept intact in the city, and some of them have been listed in the World Heritage List, such as Humble Administrator’s Garden, Lingering Garden, Lion Grove Garden and Master of Nets Garden. They are really worthy of your visit.

Humble Administrator’s Garden (Zhuo Zheng Yuan)--As the largest classical garden of Suzhou, Humble Administrator’s Garden was first built in the early 16th

century, which is considered as one of China's four most famous gardens, it is surrounded by mountains and rivers, luxuriant flowers and trees. The Central Garden is the highlight of your garden tour, where you can appreciate a large-scale lake filled with lotuses and a large number of elaborate scenic pavilions. Besides, if you are interested, the Suzhou Garden Museum, the only garden museum in China is located in the south of the garden.

Lion Grove Garden is one of the four most famous classical gardens of Suzhou. In this garden, visitors can not only enjoy the classical style of Suzhou pavilions, but also appreciate the limpid lake and grotesque rocks. Most of these rocks look like lions in different postures, such as roaring, sleeping and playing. Thus, the garden is also known as the "Kingdom of Rockery". The rockeries are just like a maze, and visitors can even play hide-and-seek with their children. Also, the garden is covered with dense bamboo forest, under the bamboo dotted with lots of lion-shape stones. Visitors can walk through the bamboo and appreciate the exquisite stones up close.

Tiger Hill has a long history of more than 2,500 years. Tiger Hill is 0.19 square kilometers. However, within such a small area, it integrates the natural landscape and cultural landscape perfectly, showing visitors hills, bizarre rocks, cliffs, spring water, streams, ancient trees, stone carvings, ancient bridges as well as Neolithic cultural relics. In addition, Tiger Hill holds Temple Fair from the first day to the 15th day of the Lunar New Year, and Flower Show from March to May every year, displaying a large number of famous flowers and plants, such as tulip, narcissus and azalea.

The top famous restaurant in Suzhou is Song He Lou Restaurant, which is an old brand of Suzhou with over 200 years' history since 1757. To a large extent, Song He Lou stands for Suzhou food. The Sweet and Sour Mandarin Fish cooked here is highly recommended. De Yue Lou is the second famous restaurant, others are Xiehe Restaurant, Xiang Xue Hai Restaurant, and so on.

Local nightlife is much quieter and more leisurely than in big cities. When night falls, one can enjoy the lovely scene on Shantang Street, take a boat ride on the Shantang River, or watch the local Kun Opera and Pingtan performance while sipping a cup of tea in a teahouse. Pubs and bars are also available. Night cruise on Suzhou

Grand Canal is one of the top things to do at night in Suzhou. The ship starts from Xinshiqiao Wharf, makes a circle along the Suzhou Grand Canal, going through one old bridge after another, passing by ancient city wall and city gates on one side and modern buildings on the other side. The night cruise opens at 18:00-20:30, and ships go when it is full. It is a really popular to see Suzhou ancient city at night.

Night tour in Master of Nets Garden, a top thing to do in Suzhou at night, there are many kinds of local traditional performances starting at 19:30-22:00, such as Suzhou Pingtan, Kunqu Opera, Suzhou Opera, classical dances, Chinese classical instruments playing of flute, vertical bamboo flute, and so on. You can watch wonderful performances to experience the local culture.

Pingjiang Road can be considered as Suzhou Old Town. When night falls, tourists can taste local specialties in the snack shops, appreciate old-fashioned houses on the riverside with warm lights and listen to Suzhou Pingtan in the old teahouses. Although you cannot understand what the performers sing, you will be addicted to the soft singing in Suzhou dialect, which give people a peaceful feeling.

Xietang Old Street is another nice place to admire the riverside folk houses lit up by night lights, which makes you feel like traveling back to ancient times. There are restaurants, cafés, bars and teahouses in those one or two storey traditional buildings, where you may have a feast or some drink while appreciating the night views.

Every Friday and during holidays, the music fountain on Jinji Lake has performances at 19:30-19:50. It is a feast for the eyes and ears to enjoy water sprays dance to music and lights. There are also water screen films and flaming fire in the water.

2) Tour Information

SZ01: Private Suzhou Highlights One Day Tour

Tour Type: Private Tour, any parts of the itinerary can be customized

Guide & Driver: English-speaking guide, experienced driver with an air-conditioned vehicle

Meals: Chinese lunch is arranged at Song He Lou Restaurant

Travel Time: 8:30 am. –16:30 pm., every day (you will be picked up in the hotel lobby, 5 mins ahead of the time)

Tour Highlights:

- Visit Humble Administrator's Garden, a UNESCO World Heritage site, and Suzhou Garden Museum
- Enjoy Lion Grove Garden which has a history of over 670 years
- Visit an ancient temple, Hanshan Temple, and Tiger Hill

From **\$108** per person

3) Price Included

- Private transfer between hotels and attractions ;
- English speaking guide service;
- Entrance fee to attractions listed in the itinerary;
- Meals as itinerary specifies.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the background information with at least 150 words and 10 rounds.

Situation:

Mr. Stone, a guy from America, makes a call to Gusu Travel Agency. He wants to take a one-day sightseeing tour near Shanghai, but he doesn't know where to go.

You, Liu Li, a travel consultant of Gusu Travel Agency, are answering the call from Mr. Stone. Mr. Stone's email address is davidstone@gail.com, And your email address: tctliuli@gmail.com.

The following should be included in the conversation:

- 1) Give a positive answer and ask for the kind of places Mr. Stone wants to visit, as well as the time of the tour.

- 2) Indicate the reason why visiting Suzhou and its gardens is the first choice, and list some famous gardens the tour group will visit;
- 3) Give a positive answer and introduce outstanding features of Humble Administrator's Garden and Pavilion of Surging Waves;
- 4) Introduce briefly about the highlights of the tour;
- 5) Indicate the duration of the tour;
- 6) Indicate the cost of the tour;
- 7) Give a positive answer, and indicate the good quality of English-speaking guides.
- 8) Indicate the payment by cash or card at the reception desk in the hotel, and ask for the hotel Mr. Stone stays in;
- 9) Give a positive answer and emphasize the time and place to pick him up, and the time the coach leaving;
- 10) Indicate your willingness to write him an email afterwards.

A: You, Liu Li, a travel consultant of Gusu Travel Agency

B: Mr. Stone, a guy from America, who is inquiring

A: Good morning. Gusu Travel Agency. What can I do for you?

B: Good morning. This is David Stone from America. I'm in Suzhou now. I'd like to take a one-day sightseeing tour around the city.

A: 1) _____

B: Something particular in this city. Next Saturday.

A: 2) _____

B: Are they all ancient gardens?

A: 3) _____

B: Sounds nice. I'm interested in Garden Design. Do you have any tours including all of them?

A: 4) _____

B: How long does the tour take?

A: 5) _____

B: What is the cost of the tour?

A: 6) _____

B: Is there an English-speaking guide?

A: 7) _____

B: How do I pay for the tour if I join it?

A: 8) _____

B: Suzhou Marriott Hotel.

A: 9) _____

B: Oh, that's wonderful. I'd like to enroll in this tour. But what will I do in the evening? Would you like to give me some suggestion by email?

A: 10) _____

B: Thank you so much.

A: My pleasure. Wish you a nice stay in Suzhou.

Task 2 日程安排咨询的邮件回复 (40%)

Directions: You are allowed 40 minutes to write an email based on the background information, and introduce the nightlife in Suzhou and top activities at night (no less than two activities) with 200 words. The subject is suggestion for top activities at night in Suzhou. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject;
- 3) Introduce briefly about the local nightlife in Suzhou;
- 4) Recommend at least top two places and activities at night in Suzhou.

From: _____

To: _____

Subject: _____

Dear...

Task 3 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation based on Task 1 for 3-5mins after 15 minutes of preparation. The content includes the following:

- 1) Explain the reason why visiting Suzhou and its gardens is the first choice, and list some famous gardens the tour group will visit;
- 2) Are they all ancient gardens?
- 3) Introduce briefly about the highlights of the tour;
- 4) How long does the tour take?
- 5) What is the cost of the tour?
- 6) Is there an English-speaking guide?
- 7) How do I pay for the tour if I join it?
- 8) Emphasize the time and place to pick him up, and the time the coach leaving;

You can begin like this: Hello, Mr.Stone, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主	

求 20%			动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作 规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能 要求 80%	对行程 咨询的 回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词，本 项 目 计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细 行程安 排的邮 件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词，本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述 行程 咨询的 回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达 少 于 2 句， 本 项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

4.试题编号: 3-1-4 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询内容进行口头回复。

Background Information

Brief Introduction to Guilin and Its Top Attractions

‘East or west, Guilin landscape is best!’ Located in the northeast of Guangxi Zhuang Autonomous Region in south China, Guilin is considered to be the pearl of China's thriving tourist industry on account of the natural beauty and historic treasures. Covering an area of about 27,800 square kilometers (10,734 square miles), the city is rather compact when compared with other major travel destinations in the country. The stunning landscape in which the city is situated has a kind of magic that is all its own. The strangely shaped hills or karsts, with the fresh-green vegetation ranging from bamboos to conifers together with crystal clear waters and wonderful caves make the city such an appealing destination. It is an important cultural city with a history of more than 2,000 years, and has been served as the political, economic and cultural center of Guangxi since the Northern Song Dynasty (960-1127).

Elephant Trunk Hill (Xiangbishan) is the landmark of Guilin. Located in Elephant Hill Scenic Area (Xiangshan Park) at the confluence of Taohua River and Li River, it has been a famous tourism destination since the Tang Dynasty (618-907). The hill looks like a giant elephant drinking water from the river. There are not only many spectacular natural scenes around the hill, but also some ancient constructions, such as Puxian Pagoda, Yunfeng Temple, and Sarira Dagoba.

Yangshuo lies to the southeast of Guilin and in the northeast of Guangxi Zhuang Autonomous Region. Since being introduced by ‘Lonely Planet’ in 1980, it

greet an increasing number of visitors annually. The rippling Li River traverses the county and brings it breath-taking natural beauty. The county is regarded as one of the most beautiful counties in China and the local scenery is the essence of Guilin. It is also the termination of a Li River cruise.

The Li River cruise from Guilin to Yangshuo is the centerpiece of any trip to northeastern Guangxi Province. Gorgeous Karst peaks give you surprises at each bend of the clear river under the blue sky. Water buffalo patrol the fields, peasants reap rice paddies, school kids and fisherman float by on bamboo rafts. With its breath-taking scenery and taste of a life far from the concrete metropolis, the scenery along the river become one of China's top tourist destinations.

As a brilliant Karst cave marked on almost all travel itineraries, Reed Flute Cave got its name from the green reeds growing outside it, with which people make flutes. Actually, inside this water-eroded cave is a spectacular world of various stalactites(钟乳石), stone pillars and rock formations created by carbonate deposition. Illuminated by colored lighting, the fantastic spectacle is found in many variations. Walking through the stone pillars in lines, tourists feast their eyes on changing spots, feeling they are in a paradise where the Gods live.

Longji Rice Terraces, literally Dragon's Backbone Rice Terraces, gains its name because the rice terraces resemble a dragon's scales and the mountain range looks like the backbone of a dragon. It is reputed as one of the most beautiful rice terraces in the world. It is located in Longsheng County, about 80 kilometers (50 miles) from Guilin and 140 kilometers (90 miles) from Yangshuo. The construction of incredible Longji Rice Terraces started in the Yuan Dynasty (1271-1368) and lasted till the early Qing Dynasty (1644-1911). Now, the Dragon's Backbone Rice Terraces covers an area of 66 square kilometers (about 16,308 acres) and an altitude ranging from 300 meters (about 984 feet) to 1,100 meters (about 3,608 feet).

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the

information about Guilin and the top attractions with at least 150 words and 10 rounds.

Situation:

Peter, an American, makes a call to TopChinaTravel. He wants to take a group tour in Guilin, but he still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of TopChinaTravel, are answering the call from Peter. Your email address: tctliuli@gmail.com.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Ask for whether there is any special scenic spots he likes to visit in Guilin;
- 3) Indicate a four-day-tour from New York for Guilin one week later, and want to know Peter's opinion;
- 4) Explain that it is a non-direct flight and there are two transfers, one is in Seoul, the other is in Fukuoka;
- 5) Give brief introduction to Guilin Venus Royal Hotel.
- 6) Give more detailed information about the traffic in Guilin;
- 7) Indicate the total cost of the four-day-tour in Guilin: \$455.00, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give him the email and show your willingness to help him.

The conversation goes like this:

A: Hello! Here is TopTravelChina Company. I'm glad to be of your service.

B: Hello, this is Peter Wilson, from America.

A: 1) _____

B: I'd like to know something about traveling in Guilin. I am really interested in the scenery of Guilin.

A:2) _____

B: I like all those beautiful places there. I've checked a group tour in Guilin provided, and I want to know how long the tour is?

A: 3) _____

B: That sounds good. Is it a direct flight?
A: 4) _____
B: It's OK. Where will we live in Guilin?
A: 5) _____
B: Great. I can't wait to see the landscape attraction in China. I am told the transportation is not that convenient in Guilin. Would you tell me more about the traffic in the city?
A: 6) _____
B: Fantastic! By the way, what's the cost of the trip?
A: 7) _____
B: I see. Could you explain the detailed itinerary?
A: 8) _____
B: That would be a good idea. You are very considerate.
A: 9) _____
B: My email address is peter286@gmail.com.
A: 10) _____
B: It's so nice of you. Thanks for your introduction and I'd like to enroll in this tour group.
A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Peter based on the itinerary and the online information, with 200 words.

Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LAN-China-Group-09

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of karst landscape of Southern China

Price: \$ 455

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Elephant Trunk Hill, Guilin	Arrive at Guilin and be picked up at the airport; Check in Guilin Venus Royal Hotel (4-star); Enjoy the local food	D
Day 2	Li River cruise, Guilin	Visit Jinkeng Rice Terraces of Longji in the morning; Enjoy the folk song show of Changfa Village in	B, L, D

		the evening	
Day 3	Yangshuo, Guilin	Take the Li River cruise from Mopan Mountain in the morning; Arrive at Yangshuo in the afternoon; Check in Yangshuo Prague Hotel; Visit the Moon Spring and enjoy the local food	B, L, D
Day 4	Longji Rice Terraces, Guilin	Visit the Elephant Trunk Hill Park in the morning; Check out the hotel; Leave Guilin Liangjiang International Airport in the afternoon	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Guilin;
- 3) Indicate the tour code and type, as well as the tour highlights;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Indicate the hotels location and give simple introduction, including the standards, locations and so on;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From_____

To _____

Date _____

Add a subject_____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5

mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) How long is the tour in Guilin?
- 2) Is it a direct flight?
- 3) Which hotel will we live in Guilin?
- 4) Is the transportation convenient in Guilin?
- 5) What is the cost of the trip?
- 6) What is the detailed itinerary of this trip?

You can begin like this: Hello, Peter, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作	10	熟悉 Office 办公软件，具备使用办公设备和电子商	

	规范		务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

5.试题编号: 3-1-5 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询内容进行口头回复。

Background Information

Brief Introduction to Shandong and Its Top Attractions

Shandong is the northernmost province in eastern China on the lower reaches of the Yellow River. It borders Hebei, Henan, Anhui and Jiangsu, respectively from north to south, close to Bohai and Huanghai seas to the east and overlooks the Korean Peninsula and the Japan Archipelago across a vast stretch of sea.

Shandong is one of the ancient Chinese culture centers. Confucius once developed Confucianism in Shandong, which is the cornerstone of China's culture and has been spread around the world. You can learn about Confucius' life and culture theory in the Temple of Confucius in Qufu which is an ancient architectural complex second only to the Forbidden City in Beijing. The charming legends and historical stories cover the mountains of Shandong with a layer of mysterious veil. The Taishan Mountain was regarded as the holy place where many emperors offered sacrifices to heaven and Laoshan Mountain was said to be the home of immortals. Also, Shandong boasts long coastlines and fancy views in Jaodong peninsula, a wonderful place to avoid summer heat and taste fresh sea food. Shandong cuisine famous at home and abroad for its fresh, salty, crisp and tender taste is also a must-try.

The leader of the 'Five Sacred Mountains', Taishan Mountain is located in the center of Shandong Province, lying across the cities of Tai'an, Jinan and Zibo. Its main peak, Jade Emperor Summit, which is within Tai'an City, is about 1532.7 meters (5,029 feet) high. The mountain was once called Mt. Daishan, Mt. Daizong or Mt.

Taiyue and was renamed Mt. Taishan in the Spring and Autumn Period (770BC-476BC). It epitomizes splendid Chinese culture and was listed in the World Natural and Cultural Heritage List of UNESCO in 1987.

Beautiful Baotu Spring Park is located at the centre of Jinan City, and it is here that you will find the Baotu Spring. In the past, the Baotu Spring only covered 4 mu (about two thirds of an acre). The park itself was originally established in 1956 and more recently has been extended to 158 mu (about 26 acres). This highly valued facility represents the symbol of Jinan City and is regarded as one of the three major places of interest in Jinan. Baotu Spring Park is highly regarded as a well known scenic spot which makes an ideal location for admirers of wonderful natural springs, culture and various constructions.

Situated in the southwest of Shandong Province, Qufu is the birthplace of famous Confucius (551BC – 479BC). It is 160 kilometers from the capital of Shandong, Jinan, and 45 kilometers from Jining. Qufu is a place that is able to create delicacies. In the Chinese ancient times, the local Confucius Family Feast originating from the Confucius Family Mansion became quite well-known. It's said that the Qianlong Emperor (1736-1796) paid a visit here and, while there the cooks of the Confucius Family Mansion made a Confucius Family Feast for him. After the emperor participated in the feast, he was very pleased and satisfied. Here the tourists can pay a visit to “Three Kong”—three attractions related to Confucius: Confucius Temple, Confucius Family Mansion and Confucius Family Cemetery. It would be a good chance for people to understand the origin and essence of Confucianism.

Shandong cuisine, originated from Zibo, Shandong, is considered as the No. 1 of 8 great cuisines of China for these reasons: it is the only self-originated cuisine among the 8 major Chinese cuisines while others are influenced by other cuisines more or less; Shandong cuisine history is the longest among all cuisines; it has the most abundant cooking techniques and the most difficult cooking and cutting methods. Most Shandong dishes are umami and moderately salty, sweet and sour dishes are also well-liked. Representative dishes are Sweet and Sour Carp, Braised Sea Cucumber with Scallion, Braised Intestines in Brown Sauce and Braised Prawns in Oil.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Shandong and the top attractions with at least 140 words and 10 rounds.

Situation:

James, a British, makes a call to Kanghui Travel Agency. He wants to take a group tour in Shandong, but he still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of Kanghui Travel Agency, are answering the call from James. Your email address: khtaliuli@gmail.com.

A: You, Liu Li, a travel Consultant of Kanghui Travel Agency

B: James, a British who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring and get more information about James, such as where he would like to visit in China;
- 2) Recommend a 3-day cultural tour from London to Shandong and explain the reasons;
- 3) Introduce the main attractions of the tour: Baotu Spring, Taishan Mountain, Qufu Confucius Temple and so on;
- 4) Indicate that a private tour is available;
- 5) Explain that James should set off from Heathrow Airport at London and arrive at Shanghai at first, and then fly to Jinan;
- 6) Give brief introduction to Jinan Sheraton Hotel;
- 7) Indicate the total cost of the three-day-tour in Shandong: \$689.00, including all the fees;
- 8) Give more detailed information about the traffic in Shandong and encourage James to take subway if possible;
- 9) Indicate that you will send the detailed itinerary by email afterwards and ask for the email address;
- 10) State the time to give him the email and show your willingness to help him.

The conversation goes like this:

A: Hello, Kanghui Travel Agency. This is Liu Li speaking. How can I help you?

B: Hello, this is James White from UK. I am calling to know something about

traveling in China.

A: 1) _____

B: I am interested in Chinese culture, especially the Confucianism. Do you have any suggestions?

A: 2) _____

B: That sounds great. Can you introduce those attractions included in this tour?

A: 3) _____

B: I am not in favor of traveling with other people because I would like to enjoy these attractions very carefully.

A: 4) _____

B: Great! Where should I set off and where will I arrive in China?

A: 5) _____

B: That's acceptable. Which hotel will I stay in Jinan?

A: 6) _____

B: Fantastic! By the way, what's the cost of the trip?

A: 7) _____

B: I see. How about the traffic in Jinan? What's the most convenient way of transportation there?

A: 8) _____

B: Could you offer more detailed information for me to consider?

A: 9) _____

B: Good idea. My email address is james2001@gmail.com.

A: 10) _____

B: It's so nice of you. Thanks for your service very much.

A: It's my pleasure.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to James based on the itinerary and the online information, with 200 words.
Note: Your email should adopt the block style, and the date is subject to the test date.

3 Days Cultural Tour to Jinan, Tai'an & Qufu

Tour code: CN/JN01

Tour type: Private Tour

Tourist Sites to Visit: Daming Lake, Baotu Spring, Taishan Mountain, Confucius Temple, Confucius Family Mansion, Confucius Cemetery

Tour Highlights: private tour; deep experience of Chinese culture; more knowledge of Confucianism

Price: \$689/p.p.

Tour description:

The three-day cultural tour to Jinan, Tai'an and Qufu in Shandong province will present you a splendid cultural tour of the most historical and cultural area in north

China. This private tour includes tourist sites of Daming Lake, Baotu Spring, Taishan Mountain, Confucius Temple, Confucius Family Mansion, Confucius Cemetery, which brings you close to Chinese ancient culture and Confucianism.

Daming Lake is a natural lake with lush willows and gorgeous lotuses. Painted boats row leisurely through the lake back and forth. Baotu Spring tops the list of Jinan's famous springs and is the earliest to be recorded in history. As the top of the five greatest mountains in China, Mount Taishan is a shrine for the emperors to offer ceremonial sacrifices to heaven and earth in ancient times. Dai Temple is the largest and best-preserved among the constructions, which is a Taoism Temple also used by the emperors to make sacrifice to the Gods of Heaven and Earth and worship the God of the Mt. Taishan. As the hometown of Confucius, Qufu is well known for its Confucian culture and historical relics. You can proceed to visit Confucius Family Mansion, Confucius Temple and Confucius Cemetery

Itinerary

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Daming Lake, Baotu Spring	Arrive at Jinan Guilin and be picked up at the airport; Check in Jinan Sheraton Hotel (5-star); Visit Daming Lake; Visit Baotu Spring	D
Day 2	Mount Taishan; Dai Temple	Arrive at Tai'an; Visit Mount Taishan; Visit Dai Temple	B, L
Day 3	Confucius Temple; Confucius Family Mansion; Confucius Cemetery	Be escorted to Qufu; Visit Confucius Family Mansion; Visit Confucius Temple; Visit Confucius Cemetery; Check out; Arrive Jinan Yaoqiang International Airport	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject;
- 3) Indicate the tour code and type, as well as the tour highlights;

- 4) Indicate the tourist sites to visit;
- 5) Indicate activities each day;
- 6) Introduce the hotel simply, including standards, locations, facilities, services and so on;
- 7) Ask for any special demands due to healthy situation, religion, etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Do you have any suggestions if I am interested in Chinese culture, especially the Confucianism?
- 2) What attractions are included in this tour?
- 3) Can I travel without too many people?
- 4) Where will I set off and arrive in China in this tour?
- 5) Which hotel will I stay in Jinan?
- 6) What is the cost of the trip?
- 7) What's the most convenient way of transportation in Jinan?
- 8) Can you provide more information?

You can begin like this: Hello, James, according to your inquiry, I'd like to answer your questions one by one...

（2）实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

（3）考核时量

考核时间：90 分钟

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	

	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

6. 试题编号: 3-1-6 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询内容进行口头回复。

Background Information

Brief Introduction to Shanxi and Its Top Attractions

Shanxi Province got its name due to its location to the west of Taihang Mountain. It neighbors Hebei, Henan, Shaanxi and Inner Mongolia. It is located to the east of the Yellow River. The area belonged to Jin State in the Spring and Autumn Period (770 - 476 BC), so it is abbreviated in Jin. Shanxi is a major resource development and utilization province. The reserves of 32 mineral resources such as coal, coalbed methane, and bauxite rank among the top ten in the country. Among them, coal reserves account for 17.3% of China's total reserves.

In terms of tourism, Shanxi boasts a great number of historical relics and beautiful natural landscapes formed by mountains and waterfalls. Shanxi's existing ancient buildings rank first in the country including temples, ancestral halls, ancient cities, Taoist temples, Shanxi traditional residential courtyards. The majestic Yungang Grottoes which is one of the three largest Buddhist grottos in China and Pingyao Ancient City are most unmissable. And the most popular natural attractions include Taoist shrine Mt. Hengshan and Hukou Waterfalls, Chinese second-largest waterfall.

Mount Wutai: The most holy land of Chinese Buddhism, Mount Wutai is rated on both the list of the first group of national scenic spots designated by the State Council, and the list of the Top 10 scenic spots in Shanxi Province. It is as famous as Mt. Emei in Sichuan Province, Mount Putuo in Zhejiang Province, and Mount Jiuhua in Anhui Province, all of which are renowned as the four sacred Buddhist Mountains. Its

five main peaks, positioned east, south, west, north, and in the middle, embrace one another with broad and plain terraces rather than forests on their tops. That is why it bears the name "Wutai Shan" (Mountain of Five Terraces). The summit of the northern peak which is famed as being the "Roof of Northern China", reaches 3061.1 meters (10,043 feet). Besides the religious aspect, the beauty of rising and falling ridges of mountains, exotic rocks, crisscrossed gullies, crystalline waters and towering green forests also gives the mountain its reputation as a colorful and notable scenic resort. The beautiful scenery in Mount Wutai is a masterpiece of exquisite acts of nature, predominantly visible over the five main peaks: Wanghai Peak in the east, Guayue Peak in the west, Jinxiu Peak in the south, Yedou Peak in the north, and the central Cuiyan Peak.

Mount Hengshan: Mt. Hengshan, one of the most famous 'Five Sacred Mountains (Wu Yue)' in China, is located about 62 kilometers south to Datong City of Shanxi Province. It attracts people by its natural sceneries and man-made landscaping. Ancient battleground: Mt. Hengshan has been an age-old battleground. It is the bottleneck to Central Hebei Plain from Plateau beyond the Great Wall. Many emperors utilized Mt. Hengshan in national defense planning. Emperors and generals went down in history on battles won and lost right here. Plenty of ancient battlefield relics litter the landscape with passes, fortresses, castles and beacon towers. These make the mountain unique. Mt. Hengshan Scenic Spots has temperate semiarid continental climate and distinct four seasons. It features cold-dry winters, windy springs, short rainy summers, and short sunny autumns. There is extreme temperature difference between daytime and at night. Annual average temperature here is 6.1 degree centigrade.

Yungang Grottoes: Yungang Grottoes, one of the three major cave clusters in China, punctuate the north cliff of Wuzhou Mountain, Datong. The area was excavated along the mountain, extending 1 km (0.62 miles) from east to west, revealing 53 caves and over 51,000 stone statues. The grottoes are divided into east, middle, and west parts. Pagodas dominate the eastern parts; west caves are small and mid-sized with niches. Caves in the middle are made up of front and back chambers

with Buddha statues in the center. Embossing covers walls and ceilings. Started in 450, the grottoes is a relic of the Northern Wei Dynasty (386-534). Absorbing Indian Gandhara Buddhist art, the sculptures here developed traditional Chinese art melded with social features of the time. During the reign of Emperor Xiao Wen a monk named Tanyao took charge of the construction of Yungang Grottoes. The largest cave is No.6, which is 20 meters (65.6 foot) high, standing a 15-meter (49.2-foot)-high pagoda-like column decorated with Buddha statues and designs. On the four sides of the tower pillar, and on the east, south and west walls of the cave, 33 embossed panels depict the story of Saykamuni.

Yungang Meigao Hotel: Yungang Meigao Hotel is located in Yungang of Datong. The main building of the hotel is 25 floors high. It is built according to the international four-star standard. It integrates first-class catering and entertainment places, conference facilities and all-weather constant temperature swimming pool. It has presidential suites, all kinds of luxury Suites and guest rooms. The room is equipped with living room, desk, cooling and heating air conditioning system, refrigerator, mini bar High speed network interface, international and domestic long-distance direct dial telephone and color TV can receive satellite TV and cable channels 24 hours. The hotel is only 3 kilometers away from the railway station.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Shanxi and the top attractions with at least 150 words and 10 rounds.

Situation:

Antony, an Italian, makes a call to Affinity International Travel Agency. He wants to take a group tour in Shanxi, but he still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of Affinity International Travel Agency, are answering the call from Antony. Your email address: aitaliuli@gmail.com.

A: You, Liu Li, a travel Consultant of Affinity International Travel Agency

B: Antony, an Italian who is inquiring.

The following should be included in the conversation:

- 1) Greet politely and introduce yourself, ask what you can do;
- 2) Generally introduce Shanxi and ask what kind of tour Antony wants to take;
- 3) Introduce the representative attractions in Shanxi;
- 4) Indicate that the two attractions are far away from each other and recommend Yungang Grottoes;
- 5) Briefly introduce Yungang Grottoes;
- 6) Recommend Pingyao Ancient City and Qiao Family's Compound;
- 7) Indicate that Antony can go to Qiao Family's Compound;
- 8) Indicate that the price will be about \$ 509 but you have to check to give a final price;
- 9) Introduce Yungang Meigao Hotel to Antony;
- 10) State the time to give him the email and show your willingness to help him.

The conversation goes like this:

- A: 1) _____
B: Hello, this is Antony from Italy. I am flying to Shanxi Province next month, and I want to travel for two days there.
A: 2) _____
B: Can you introduce the representative attractions of Shanxi for me?
A: 3) _____
B: I like mountains. Can I visit Mount Wutai and Mount Hengshan in two days?
A: 4) _____
B: What a pity! But I think you are right.
A: 5) _____
B: Do you have any other recommendations?
A: 6) _____
B: That sounds interesting. Is it possible to finish this tour in two days?
A: 7) _____
B: I see. By the way, what's the cost of the trip? I will fly to Shanxi by myself, but I plan to fly back with the tour group.
A: 8) _____
B: No problem. Which hotel is included in this tour please?
A: 9) _____
B: OK. I think I need a detailed itinerary. Would you send me an email? My email address is antony1996@gmail.com.
A: 10) _____
B: It's so nice of you. Thanks for your service very much.
A: It's my pleasure.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Antony based on the itinerary and the online information, with 200 words.
Note: Your email should adopt the block style, and the date is subject to the test date.

2 Days Small-group Tour to Datong

Tour code: CN/PY03

Tour type: Small-group Tour

Tourist Sites to Visit: Yungang Grottoes, Mount Hengshan, Hanging Monastery and Tianfeng Summit, Cuiping Mountain

Tour Highlights: small-group tour; no shopping; appreciation of Chinese ancient architecture; magnificent beauty of “Wu Yue” in China

Price: \$ 639/p.p. (\$ 509 for Antony)

Tour description:

The two-day small-group tour to Datong in Shandong province will present you a pleasant appreciation of the ancient architecture art in north China. This tour includes tourist sites of Yungang Grottoes, Mount Hengshan, Hanging Monastery, Tianfeng Summit and Cuiping Mountain.

Yungang Grottoes, one of the three major cave clusters in China, punctuate the north cliff of Wuzhou Mountain, Datong. The area was excavated along the mountain, extending 1 km (0.62 miles) from east to west, revealing 53 caves and over 51,000 stone statues.

Mt. Hengshan, one of the most famous 'Five Sacred Mountains (Wu Yue)' in China, is located about 62 kilometers south to Datong City of Shanxi Province. It attracts people by its natural sceneries and man-made landscaping.

Hanging Monastery stands at the foot of Mt. Hengshan, 5 kilometers (3 miles) south of Hunyuan County, and 65 kilometers (40 miles) from downtown Datong City. Since it hangs on the west cliff of Jinxia Gorge more than 50 meters above the ground, it is called Hanging Monastery.

At 2016.1 meters (6,617 feet), Tianfeng Summit is the highest peak of Mount Hengshan.

Itinerary:

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Yungang Grottoes	Arrive at Yungang, Datong Check in at Yungang Meigao Hotel Visit Yungang Grottoes	L, D

Day 2	Hanging Monastery; Mount Hengshan	Drive to Hanging Monastery(one hour) Visit Hanging Monastery Hike to Tianfeng Summit Return to hotel Leave from Datong Railway Station	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject of detailed itinerary of the 2-day small-group tour in Datong;
- 3) Indicate the price for Antony;
- 4) Indicate the tourist sites to visit
- 5) Indicate activities each day;
- 5) Introduce the hotel simply, including the standards, locations, facilities, services and so on;
- 6) Ask for any special demands due to healthy situation, religion, etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) What are the representative attractions of Shanxi?
- 2) Can I visit Mount Wutai and Mount Hengshan in two days?
- 3) Do you have any other suggestions if I can not visit the two mountains in two

days?

4) Is it possible to finish the tour in two days?

5) What is the cost of the trip if I travel to Shanxi by myself?

6) Which hotel is included in this tour?

7) Can you send me a detailed itinerary by email?

You can begin like this: Hello, Antony, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技	对行程	8	理解题目要求，信息点完整计 8 分，信息点每缺失	字数少于

能 要 求 80%	咨询的 回复 24 分		一处扣 1 分。	50 词，本 项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细 行程安 排的邮 件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词，本 项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述 行程 咨询的 回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达 少于 2 句， 本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

7. 试题编号: 3-1-7 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询的内容进行口头回复。

Background Information

Brief Introduction to Zhangjiajie and Its Top Attractions

Located in the northwest of Hunan Province, south-central China. Famous for Quartzite-Sandstone Formations with Thousands of Spires. Zhangjiajie with world-renowned natural scenery is a city that is born and thriving for tourism. Nearly 3,000 stone peaks erect and 800 streams wind in Wulingyuan Scenic Area. People who visit Zhangjiajie are all fascinated by Wulingyuan's unique sandstone peak forest landform and magnificent karst landscape. After Avatar which was once shot in Zhangjiajie came out, more people knew this beautiful place. One of the top things to do in Zhangjiajie is walking on the world's tallest and longest glass bridge located in Zhangjiajie Grand Canyon. Visitors can also experience ethnic traditional customs including Tujia, Bai and Miao through visiting ethnic style scenic spots such as Tujia Ethnic Garden.

The city features a variety of different terrains including: mountainous regions, upland areas, plains, and Karst rock areas. Among these, the mountains cover 76 percent of the total area. The world-famous natural heritage site 'Wulingyuan Scenic Area' is located on the base of these great mountains. Areas worth visiting include Zhangjiajie National Forest Park (known as China's first national forest park), Suoxiyu Nature Reserve, and Tianzi Mountain Nature Reserve. The scenic area hosts many natural features including: mountains, forests, caves, lakes and waterfalls and perhaps there are more than three thousand rock ridges and eight hundred beautiful rivers. They enjoy the reputation of 'Original Picture on Mountain and River of China'. This wonderland is covered with dense forests and is considered Mother Nature's Oxygen Bar.

Golden Whip Stream. Scenery along the Golden Whip Stream is most enchanting in the Zhangjiajie National Forest Park. Named after the Golden Whip Rock that it flows by, this stream, 5.7 kilometers long (3.5 miles), joins the Lute stream in the west and Suoxi Stream in the east. A 300-meter (984 feet) walk from the gate of the park will lead you to the entrance of the Golden Whip Stream. Flanked by ridges and peaks, the crystal clear water makes it possible to observe every action of

the fish in the water. Wild flowers are in abundance here. On the way, girls from Tujia will present visitors traditional folk songs when requested. The main attraction spots here include: the Welcoming Guests Rock, Golden Whip Rock, Reunion Rock and the Purple Grass Pond.

Zhangjiajie Grand Canyon. In Zhangjiajie Grand Canyon, the plunging waterfalls, the dense trees, the fresh air, and the mist on the stream make you feel like you are in an otherworldly sort of place. A spring meanders in the canyon, along which are trails built with planks. On the way, you can see the longest and highest glass bridge in the world as well as the karst landform in the north temperate zone. You have to walk for over two hours to visit the Zhangjiajie Grand Canyon, so remember to wear sports shoes and bring some food. You are recommended to start at the top of the canyon and move downhill, the following attractions coming into view successively.

A Strip of Sky & Sky Ladder Plank Road. ‘A Strip of Sky’ is a narrow valley through which only one person can pass at a time. The valley is over 700 meters (765 yards) long with a drop of 300 meters (985 feet) from the beginning to the end. After passing through the valley, you will see Sky Ladder Plank Road. This road is very steep and the planks are narrow, making it look like a sky ladder. Walking along it for three minutes, you come to the best place to see the entire ‘A Strip of Sky’.

Zhangjiajie Glass Bridge. Zhangjiajie Glass Bridge, aka Zhangjiajie Grand Canyon skywalk, is the world’s longest and highest glass bridge, hanging over Zhangjiajie Grand Canyon. Looking from a distance, it looks like a piece of white silk floating between the clouds and fog, hence it is also called Yuntiandu, meaning “a way of clouds to the sky”. Standing on it, if dare to, you can have a bird’s eye view of the Grand Canyon.

Baofeng Lake. Baofeng Lake is a large body of water in Suoxi Valley Nature Reserve of Zhangjiajie. This is quite rare in the mountainous area and the lake is the only water themed scenic spots in Zhangjiajie. After visiting a variety of mountains and valleys, the clear water brings visitors different feelings. Baofeng Lake is surrounded by mountains with many waterfalls pouring down. In addition to appreciating the clear lake, climbing the mountain surrounding the lake is also a nice thing to do.

Yellow Dragon Cave. Yellow Dragon Cave, also known as Huanglongdong in Chinese, is a typical karst cave in the east of Suoxi Valley Nature Reserve in Zhangjiajie. It has a total area of 100,000 square meters (120,000 square yards), a total length of 7,640 meters (8355 yards) with a maximum vertical height of 140 meters (150 yards). Huanglongdong has four floors containing a reservoir, two underground rivers, three underground waterfalls, four pools, thirteen halls and ninety-six entryways to the inside.

Source from: <https://www.travelchinaguide.com/cityguides/zhangjiajie.htm>

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Zhangjiajie and its top attractions with at least 150 words and 10 rounds.

Situation:

Mary, a British lady, makes a call to Top China Travel. She wants to take a group tour in Zhangjiajie, but she still has a few questions about the air flight, the itinerary, the traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of Top China Travel, are answering the call from Mary. Your email address: tctliuli@gmail.com.

A: You, Liu Li, a travel Consultant of Top China Travel Company.

B: Mary, a British lady, who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information, such as if there is any special scenic spots she likes to visit in Zhangjiajie;
- 3) Indicate a four-day-tour from London for Zhangjiajie, and want to know Mary's opinion;
- 4) Explain that it is a non-direct flight and there are two transfers: one is in Tokyo, the other is in Beijing;
- 5) Give a brief introduction to Zhangjiajie Sunshine Hotel;
- 6) Give more detailed information about the traffic in Zhangjiajie, such as taxis and buses;
- 7) Indicate the total cost of the four-day-tour in Zhangjiajie: 3800 yuan, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give her the email and show your willingness to help her.

The conversation goes like this:

A: Hello! This is Top Travel China Company. I'm glad to be of your service.

B: Hello, this is Marry, from Britain.

A: 1) _____

B: I'd like to know something about traveling in Zhangjiajie. I am really interested in Zhangjiajie.

A: 2) _____

B: I've checked a group tour in Zhangjiajie provided, and I want to know how long the tour is?

A: 3) _____
 B: That sounds good. Is it a direct flight?
 A: 4) _____
 B: It's OK. Where will we live in Zhangjiajie? I would like to visit the Zhangjiajie Grand Canyon.
 A: 5) _____
 B: Great. I can't wait to see its scenic spots. I am told the transportation is not convenient, would you tell me more about the traffic in the city?
 A: 6) _____
 B: Fantastic! By the way, what's the cost of the trip?
 A: 7) _____
 B: I see. Could you explain the detailed itinerary?
 A: 8) _____
 B: That would be a good idea. You are very considerate.
 A: 9) _____
 B: My email address is mary286@gmail.com.
 A: 10) _____
 B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.
 A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Marry based on the background information and your experiences with 200 words. Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: BDN-China-Group-07

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the beauty of Natural landscape in southern China

Price: 3800 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Zhangjiajie	Arrive at Zhangjiajie, be picked up at the airport. Check in Zhangjiajie Sunshine Hotel(4-star).	D

Day 2	Golden Whip Stream, Sky Ladder Plank Road	Go to Golden Whip Stream in the morning. Visit Sky Ladder Plank Road in the afternoon(4-star). Check in Zhangjiajie Sunshine Hotel(4-star).	B, L, D
Day 3	Zhangjiajie Grand Canyon, National Forest Park	Visiting Zhangjiajie Grand Canyon in the morning.Go to National Forest Park. Check in Zhangjiajie Sunshine Hotel(4-star).	B, L, D
Day 4	Yellow Dragon Cave, Zhangjiajie	Visiting Yellow Dragon Cave in the morning. Check out the hotel in the afternoon. Transfer service to airport and fly to Beijing.	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Zhangjiajie;
- 3) Indicate the tour code and type, as well as the tour highlights;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a simple introduction to Zhangjiajie Sunshine Hotel, including the standard, location and so on;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Zhangjiajie?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend the transportation to Golden Whip Stream, introduce it briefly.

You can begin like this: Hello. Marry, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能	对行程咨询的	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本

要求 80%	回复 24 分	8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	项目计 0 分。
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

8. 试题编号:3-1-8 行程咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复，通过 email 告知客户详细的行程安排，最后口头陈述针对客户咨询内容所进行的有效回复。

Background Information

Brief Introduction to Guiyang and Its Top Attractions

Guiyang, capital of Guizhou Province, is located in the southwest of China, on the eastern side of the Yunnan-Guizhou Plateau. It is a transfer point between most China cities, and the various ethnic minorities' villages in the province. It is said that in ancient times, the city was surrounded by dense bamboo groves, and was famous for producing a musical instrument known as Zhu. Hence the city is also called Zhu for short.

Surrounded by mountains and forests, the city has pretty well environment. As in other Spring Cities; like Kunming, Guiyang is a popular summer resort city in China. The climate is often mild and moist, neither extremely hot nor cold. Spring, summer, and autumn are all wonderful seasons for sightseeing.

The city is renowned for its colorful culture, represented by various ethnic groups and its special landform - Karst. Guiyang is home to more than 30 minority ethnic groups including, Miao, Buyi, Dong and Hui. Consequently, it abounds with unique folk culture and traditions that give rise to colorful ethnic minority activities. With many Karst caves, the city is even regarded as an ecological model on Karst Landform.

Those that know Guiyang will always remember it for the many minority group people in their colorful traditional costumes and ornaments, their singing and dancing during the festival occasions. Also, the beautiful lake and mountain scenery creates a truly romantic atmosphere.

Jiaxiu Tower. Jiaxiu Tower Situated on Fuyu Bridge over the Nanming River, the Jiaxiu Tower is one of the symbols of Guiyang. It's also called the First Scholar's Tower. It is a three tiered wooden tower of an exquisite architectural design

that has inspired a great number of writers and celebrities in the past.

Qingyan Ancient Town. Qingyan becomes famous for it retains the buildings of the Ming and Qing dynasties. As well as the old buildings and delightful scenery, you will find some minority ethnic villages of the Miao people, Dong people and Buyi people. The Diaojiaolou of the Miao people, stone houses of the Buyi people and the Drum Tower and the Wind and Rain Bridge of the Dong people add greatly to Guiyang's natural beauty and folk atmosphere.

Qingyan Ancient Town. Qingyan Ancient Town named after the Flower Stream River, is China's first love river. There are lots of typical gardens and historical sights here and a number of Chinese celebrities have come across and stayed here such as Zhou Enlai and the writer, Ba Jin.

Huangguoshu Waterfall. Huangguoshu Waterfall, a milky way in miniature, is the largest waterfall in Asia. Seventy-four meters (243 feet) high and eighty-one meters (266 feet) wide, it is a scenic marvel in Anshun. Do not miss it if you are in Guizhou Province. Known as the Huangguoshu Waterfall National Park, it is 45 kilometers (28 miles) southwest of Anshun city in Guizhou Province. Together with minor waterfalls, the charms of Huangguoshu Waterfall are a natural tourist drawing card. Hospitable ethnic groups add the human touch.

Flower Stream Park. Flower Stream Park named after the Flower Stream River, is China's first love river. There are lots of typical gardens and historical sights here and a number of Chinese celebrities have come across and stayed here such as Zhou Enlai and the writer, Ba Jin.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Guilin and the top attractions with at least 140 words and 10 rounds.

Situation:

Windy, a British lady, makes a call to Guiyang International Travel Service Co., Ltd. ,China. She wants to take a group tour in Guiyang. But she still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Li Hua, a travel consultant of Guiyang International Travel Service Co., Ltd., China. are answering the call from Windy. Your email address: tctlhua@gmail.com.

A: You, Li hua, a travel Consultant of Guiyang International Travel Service Co., Ltd., China.

B: Windy, a British lady who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring.
- 2) Try to get more information about Windy, such as when she wants to visit and how long she'll stay in Guiyang;
- 3) Indicate a four-day-tour, and a check on the flight, leaving for Guiyang from London four days later; and ask about Windy's opinion.
- 4) Explain that it is a non-direct flight and there are two transfers, one is in Tokyo, the other is in Beijing;
- 5) Give brief introduction to Kempinski Hotel, Guiyang;
- 6) Give more detailed information about convenience of the traffic in Guiyang, such as many taxis and the taxi-hailing Apps.
- 7) Indicate the total cost of the four-day-tour in Guiyang: 3200 yuan, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give her the email and show your willingness to help her.

The conversation goes like this:

A: Hello! Here is Guiyang International Travel Service Co., Ltd. . I'm glad to serve you.

B: Hello, this is Windy, from London.

A: 1) _____

B: I'm interested in scenery, of Guiyang, China. I am really impressed by the scenery of Guiyang.

A: 2) _____

B: I'm interested in scenery of Guiyang, China. I've checked a group tour in Guiyang provided, and I want to know how long the tour is?

A: 3) _____

B: I'm interested in many beautiful places there. That sounds good. Is it a direct flight?

A: 4) _____

B: It's OK. Where will we live in Guiyang? I would like to visit Huangguoshu Waterfall.

A: 5) _____

B: Great. I can't wait to see the Huangguoshu Waterfall. I am told it's very convenient to take a taxi in Guiyang. Would you tell me more about the traffic in Guiyang?

A: 6) _____

B: Fantastic! By the way, what's the cost of the trip?

A: 7) _____

B: I see. What's about the detailed itinerary?

A: 8) _____

B: That would be a good idea. You are considerate!

A: 9) _____

B: My email address is Windy 6886@gmail.com.

A: 10) _____

B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.

A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Windy based on the itinerary and the online information, with 200 words.

Note: Your email should adopt the block style. the date is subject to the test date.

Itinerary

Tour code: LDN-China-Group-08

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of western China

Price: 3200 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Guiyang	Arrive at Guiyang, be picked up at the airport. Check in Kempinski Hotel, Guiyang (4-star) . Enjoy the local food.	D
Day 2	Huangguoshu Waterfall, Guiyang	Visit Huangguoshu Waterfall. It is the largest waterfall in Asia. it is a scenic marvel in Anshun. Check in Kempinski Hotel, Guiyang (4-star) .	B, L, D
Day 3	Jiaxiu Tower, Qingyan Ancient Town.	Visit Jiaxiu Tower in the morning, and go to Qingyan Ancient Town in the afternoon. Check in Kempinski Hotel, Guiyang (4-star) .	B, L, D
Day 4	Flower Stream Park, Guiyang	Visit Flower Stream Park in the morning; Check out the hotel; Leave Guiyang Longdongbao International Airport in the afternoon.	B, L

The following aspects should be included in the email:

1) Indicate the email addresses of the sender, the receiver, the date, complimentary

close and the signature;

2) Indicate the subject of **detail arrangement for the four-day-tour in Guiyang**;

3) Indicate the tour code and type, as well as the tour highlights;

4) Indicate activities for each day;

5) Introduce meals for each day;

6) Give a simple introduction to the hotel, including the standards, locations and so on;

7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

1) Why is it more suitable to visit Guiyang?

2) What is the best transportation to take ? How long to get there? How much is the cost ? Give a brief introduction.

3) What can I see there? Any suggestion ?

4) Recommend Huangguoshu Waterfall, and introduce it briefly.

You can begin like this: Hello. Windy, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	

		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
	行程咨询的	8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
	回复 24 分	8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

9. 试题编号:3-1-9 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询的内容进行口头回复。

Background Information

Brief Introduction to Xiamen and Its Top Attractions

Xiamen is located in East China and Southeast Fujian Province. It is composed of Xiamen Island, Gulangyu Island, Haicang peninsula on the West Bank, Jimei peninsula on the north bank, Xiang'an peninsula on the east bank, Dadeng Island, XiaoDeng Island, Tongan island and Jiulongjiang River. It has a land area of 1700.61 square kilometers and a sea area of more than 390 square kilometers. Xiamen dialect is popular in Southern Fujian. It is a part of Southern Fujian with Zhangzhou and Quanzhou.

Xiamen is a national comprehensive reform pilot zone, a national logistics hub, a southeast international shipping center, a free trade pilot zone, a national marine economic development demonstration zone, a cross-strait cooperation demonstration zone for emerging industries and modern service industries, a cross-strait regional financial service center and a cross-strait trade center as of 2018, Xiamen's comprehensive credit index ranked second in 36 provincial capitals and sub provincial cities. Business environment ranked first in sub provincial cities. Foreign trade competitiveness ranked fifth in China, and container throughput of Xiamen Port ranked 14th in the world.

In 2018, Xiamen was reconfirmed as a national health city (District). In 2020, Xiamen was named as the national ecological garden city by the Ministry of housing and urban rural development, and was awarded the "national model city of double support" by the national leading group office. It was selected by the Central Committee of the rule of law as the first batch of national government construction demonstration areas and projects.

Gulangyu Island. One of the must-see places in Xiamen is Gulangyu Island, located in the southwest corner of Xiamen Island and faces the downtown across the sea. It was listed in the World Heritages in 2017. There collect various buildings mixing Chinese and Western architectural styles, variety of shops and a number of gardens and museums. Climb the Sunlight Rock to see the sunrise or sunset and

overlook the whole island; admire the rockery and sea hidden in Shuzhuang Garden; enjoy the music in Piano Museum and Organ Museum; tour the Haoyue Garden with the architectural style of the Ming Dynasty (1368 - 1644) ... these are top things to do in Xiamen. In addition, have a drink or taste in some romantic shops, such as the milk tea in Zhang Sanfeng and pies in Miss Zhao's Shop. Seafood is a highlight in Xiamen, such as oyster omelets and fish balls. Book a sea view room if your budget allows. As the sea wind blowing, your tiredness and anxiety will be gone.

Xiamen University. Xiamen University was founded in 1921 by Chen Jiageng, a famous patriotic overseas Chinese leader. It was built beside the mountain and near the sea, and contains many unique buildings combining Chinese and western architectural cultures, making it one of the most beautiful universities in China. One must-do in Xiamen is to see the interesting doodles painted by students on the walls of Furong Tunnel inside the campus. You can also have a romantic sight with your partner along the beautiful Furong Lake or in the Valley of Love.

Zengcuoan Village. One of the top things to do in Xiamen is to visit Zengcuoan Village, which used to be a fish village but now the hottest innovative cultural village. Deep and serene alleys, red bricks and old houses present its primitive simplicity. Almost every lane is full of souvenir stores and snack bars, serving delicacies such as thick toast, Taiwanese sausage with sticky rice, satay noodles, varied sub-tropical fruits and fresh seafood. Different home stays gather there, including the traditional yards, the single-family villas with Baroque style, ancient local houses and lively youth hostels. You can go to the seaside watching the sunrise with your beloved, listen to folk songs in the bars at night, or write a letter and send it to the person you miss.

South Putuo Temple. Located at the foot of Wulao Peak, South Putuo Temple is deemed to be the most renowned Buddhist temple in Xiamen. In the Hall of Heavenly King, you can worship the smiling Maitreya for more good luck and wealth. The Great Buddha's Hall houses the Three Saints of the West and the Avalokitesvara was enshrined in Great Mercy Hall. You can also see Eighteen Arhats on both sides and various Buddhist cultural relics stored in the Depositary of Buddhist Texts. One of the top things to do in Xiamen is to taste the vegetarian food in Puzhao Building. Don't forget to buy vegetarian cakes, which is a famous specialty of Xiamen.

Yunshuiyao Ancient Town. The most striking things in Yunshuiyao Ancient Town are various Tulou buildings dotted at the foot of the mountain, on the field and near the river. The gurgling Changjiao River winds through the village quietly and slowly. On its bank, a group of 13 centuries-old Banyan trees are pretty spectacular. One of which covers an area of 1,933 square meters. It requires over 10 adults to hug the bottom of the trunk, making it the largest Banyan tree found in Fujian Province. One fun thing to do in the morning is to stroll in the ancient paths and perhaps you will see the original appearance of the village.

Source from: <https://www.travelchinaguide.com/cityguides/Xiamen.htm>

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Xiamen and the top attractions with at least 150 words and 10 rounds.

Situation:

Peter, an American, makes a call to Top China Travel. He wants to take a group tour in Xiamen. But he still has a few questions about the air flight, the itinerary, the traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of Top China Travel, are answering the call from Peter. Your email address: tctliuli@gmail.com.

A: You, Liu Li, a travel Consultant of Top China Travel Company.

B: Peter, an American, who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information, such as if there is any special scenic spots he likes to visit in Xiamen;
- 3) Indicate a four-day-tour from New York for Xiamen one week later, and want to know Peter's opinion;
- 4) Explain that it is a non-direct flight and there are two transfers, one is in Seoul, the other is in Shanghai;
- 5) Give a brief introduction to Xiamen Millennium Harbourview Hotel;
- 6) Give more detailed information about the traffic in Xiamen, such as taxis and taxi-hailing Apps;
- 7) Indicate the total cost of the four-day-tour in Xiamen: 3100.00 yuan, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give him the email and show your willingness to help him.
- 11)

The conversation goes like this:

A: Hello! This is Top Travel China Company. I'm glad to be of your service.

B: Hello, this is Peter, from America.

A: 1) _____

B: I'd like to know something about traveling in Xiamen. I am really interested in the scenery of Xiamen.

A:2) _____
 B: I'm interested in all those beautiful places there. I've checked a group tour in Xiamen provided, and I want to know how long the tour is?
 A: 3) _____
 B: That sounds good. Is it a direct flight?
 A: 4) _____
 B: It's OK. Where will we live in Xiamen?
 A: 5) _____
 B: Great. I can't wait to see the landscape attraction in Xiamen. I am told the transportation is not that convenient in Xiamen. Would you tell me more about the traffic in the city?
 A: 6) _____
 B: Fantastic! By the way, what's the cost of the trip?
 A: 7) _____
 B: I see. Could you explain the detailed itinerary?
 A: 8) _____
 B: That would be a good idea. You are very considerate.
 A: 9) _____
 B: My email address is peter286@gmail.com.
 A: 10) _____
 B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.
 A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Peter based on the background information and your experiences with 200 words. Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LHN-China-Group-06

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of Southern China

Price: 3100 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Xiamen University	Arrive at Xiamen and be picked up at the airport.	

		Check in Xiamen Millennium Harbourview Hotel (4-star). Enjoy the local food.	D
Day 2	South Putuo Temple and Zengcuoan Village	Visit South Putuo Temple in the morning. Go to Zengcuoan Village for a visit in the afternoon. Check in Xiamen Millennium Harbourview Hotel (4-star).	B, L, D
Day 3	Gulangyu Island, Xiamen	Visit the Gulangyu Island, climb the Sunlight Rock to see the sunrise or sunset and overlook the whole island, and so on. Check in Xiamen Millennium Harbourview Hotel (4-star).	B, L, D
Day 4	Fujian Tulou	Visit Fujian Tulou in the morning. Check out the hotel. Leave Xiamen Gaoqi International Airport in the afternoon.	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Xiamen;
- 3) Indicate the tour code and type, as well as the tour highlights ;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a simple introduction, including the standards, locations and so on;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Xiamen?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What shall I visit where?
- 4) What can I see there? Any suggestion?
- 5) Recommend the transportation to Gulangyu Island, introduce it briefly.

You can begin like this: Hello. Peter, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反	

			考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程 咨询的 回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本 项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细 行程安 排的邮 件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本 项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
	口述 行程 咨询的 回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达 少于 2 句， 本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

10. 试题编号:3-1-10 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询的内容进行口头回复。

Background Information

Brief Introduction to Chengdu and Its Top Attractions

Chengdu, the capital of China's southwest Sichuan Province, is famed for being the home of cute giant pandas. Located in the west of Sichuan Basin and in the center of Chengdu Plain, the city covers a total area of 12.3 thousand square kilometers (4,749 square miles) with a population of over 11 million. Benefiting from Dujiangyan Irrigation Project which was constructed in 256 B.C., Sichuan Province is reputed as the Heavenly State, Tian Fu Zhi Guo in Chinese, literally a place richly endowed with natural resources. Chengdu, as the capital, is extremely productive. The Min and Tuo Rivers, two branches of the Yangtze River, connected to 40 other rivers, supply an irrigation area of more than 700 square kilometres (270.27 square miles) with 150-180 million kilowatts of water. Consisting of abundant mineral resources, the land is extremely fertile.

Chengdu Research Base of Giant Panda Breeding. Located just 10 km (6 miles) away from downtown, the Chengdu Research Base of Giant Panda Breeding has been created and imitated the natural habitat of giant pandas in order that they might have the best possible environment for rearing and breeding. The giant pandas are not only a Chinese national treasure but are also beloved by people in the world. They are found only in Sichuan, Shaanxi and Gansu provinces. In total there are fewer than 2,000, of which 70% are distributed within the territory of Sichuan Province. Therefore, when visitors from home and abroad come to Chengdu, Sichuan, one of their main objectives will be to see this lovely animal for themselves.

Wuhou Temple (Wu Hou Shrine Temple of Marquis). Wuhou Temple, also known as Wuhou Shrine Temple of Marquis, is dedicated to Zhuge Liang, the Marquis Wu (Wuhou) of the Kingdom of Shu in the Three Kingdoms Period (220 - 280). Zhuge Liang was an excellent politician, militarist, diplomat and astronomer. In addition, the Temple of Liu Bei, the emperor of Shuhan, and his mausoleum are well-known historical sites inside this big scenic spot.

Thatched Cottage of Du Fu. Thatched Cottage of Du Fu is about 5km (3 miles) west of Tianfu Square. Just as the name implies, it was the home of a

famous poet, Du Fu, in Tang Dynasty (618-907). Du Fu was born in Gongyi City, Henan Province in 712. In 746, he took the official examination in Chang'an (now known as Xi'an) and continued to live there for more than ten years after the failure. But, in order to get away from the An-Shi Rebellion breaking out in 758, he fled to Chengdu in 759. With the help of friends, the thatched cottage was built in 760 beside the Flower Bathing Brook on the western outskirts of Chengdu. During the four years' stay there, he composed more than 240 poems that are considered to be precious national treasures.

Jinsha Site museum. The Jinsha Site is located in the west of Chengdu and dates back to the Shang and Zhou Dynasties (17th century BC-256 BC). The museum consists of an exhibition hall, monuments hall, Jinsha theatre and other buildings. The cultural relics include gold, bronze and stone tools unearthed from the Jinsha Site. Through these artifacts, you can understand something about the civilization of ancient Chengdu. The most famous exhibit is the Gold Foil of Sun and Immortal Bird, which has become the main pattern on the city logo of Chengdu.

Chunxi Road. Chunxi Road is one of the must-visit places in Chengdu since it is the most prosperous pedestrian street and the fashion center of the city. Strolling around this well-known business street is one of the free things to do in Chengdu. You can purchase fashionable clothes and have some tasty food. Restaurants abound and you can easily find just what you are looking for. At the junction of Chunxi Road, there is a relief wall made of granite, depicts scenes from various fairs of the Tang Dynasty (618 - 907) .

Source from: <https://www.travelchinaguide.com/cityguides/Chengdu.htm>

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Chengdu and the top attractions with at least 150 words and 10 rounds.

Situation:

Peter, an American, makes a call to Sichuan Kanghui Tourism. He wants to take a group tour in Chengdu. But he still has a few questions about the air flight, the itinerary, the traffic conditions, the total cost and so on.

You, Lu Li, a travel consultant of Sichuan Kanghui Tourism, are answering the call from Peter. Your email address: tctluli@gmail.com.

A: You, Lu Li, a travel Consultant of Sichuan Kanghui Tourism.

B: Peter, an American. who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information , such as if there is any special scenic spots he likes to visit in Chengdu;
- 3) Indicate a four- day-tour from New York for Chengdu a few days later, and want to know Peter's opinion;
- 4) Explain that it is a non-direct flight and there are two transfers: one is in Seoul, the other is in Shanghai;
- 5) Give a brief introduction to Chengdu Wanda Ruihua Hotel;
- 6) Give more detailed information about the traffic in Chengdu, such as taxis and buses;
- 7) Indicate the total cost of the four-day-tour in Chengdu: 3500 yuan, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give him the email and show your willingness to help him.
- 11)

The conversation goes like this:

A: Hello! This is Sichuan Kanghui Tourism. I'm glad to be of your service.

B: Hello, this is Peter, from America.

A: 1) _____

B: I'd like to know something about traveling in Chengdu. I am really interested in the scenery of Chengdu.

A: _____ 2)

B: I'm interested in all those beautiful places there. I've checked a group tour in Chengdu provided, and I want to know how long the tour is?

A: 3) _____

B: That sounds good. Is it a direct flight?

A: 4) _____

B: It's OK. Where will we live in Chengdu?

A: 5) _____

B: Great. I can't wait to see the landscape attraction in Chengdu. I am told the transportation is not that convenient in the city. Would you tell me more about the traffic in the city?

A: 6) _____

B: Fantastic! By the way, what's the cost of the trip?

A: 7) _____

B: I see. Could you explain the detailed itinerary?

A: 8) _____

B: That would be a good idea. You are very considerate.

A: 9) _____

B: My email address is peter286@gmail.com.

A: 10) _____

B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.

A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Peter based on the itinerary and the online information, with 200 words.

Note: Your email should adopt the block style. **Note:** Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LBN-China-Group-02

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of South-western China

Price: 3500 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Chengdu	Arrive at Chengdu and be picked up at the airport. Check in Chengdu Wanda Ruihua Hotell (4-star). Enjoy the local food.	D
Day 2	the Base of Giant Panda Breeding, Wuhou Temple	Go to see lovely giant panda in the morning. Visit Wuhou Temple in the afternoon. Check in Chengdu Wanda Ruihua Hotell (4-star).	B, L, D
Day 3	Du Fu Thatched Cottage, Jinsha Site Museum	Go to see Du Fu Thatched Cottage in the morning. Visit Jinsha Site Museum in the afternoon. Check in Chengdu Wanda Ruihua Hotel (4-star).	B, L, D

Day 4	Chunxi Road	Strolling around Chunxi Road in the morning; Check out the hotel; Leave Chengdu Shuangliu International Airport in the afternoon.	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Chengdu;
- 3) Indicate the tour code and type, as well as the tour highlights ;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a simple introduction to Chengdu Wanda Ruihua Hotel, including the standards, locations and so on;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏), etc..

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Chengdu?
- 2) What is the best transportation to take ? How long to get there? How much is the cost ? Give a brief introduction.
- 3) What can I see there? Any suggestion ?
- 4) Recommend the Base of Giant Panda Breeding, and introduce it briefly.

You can begin like this: Hello. Peter, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细行程安	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本

	排的邮件回复 32 分	12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	项目计 0 分。
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

11. 试题编号:3-1-11 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询的内容进行口头回复。

Background Information

Brief Introduction to Hangzhou and Its Top Attractions

Hangzhou is the capital of Zhejiang Province, and is the local political, economic and cultural center. As the southern terminus of the Grand Canal, the city is located on the lower reaches of the Qiantang River in southeast China, a superior position in the Yangtze Delta and only 112 mi (180 km) from Shanghai. The subtropical monsoon climate contributes to varied seasonal scenery, making Hangzhou one of China's most popular travel destinations all the year round. Hangzhou, a city famous for its scenic splendor, attracts more than 20 million tourists from home and abroad every year. Its unique environment endowed by nature and those who have lived here, is an accumulation of several thousand years that has formed many world renowned natural, historical and cultural features.

The West Lake is undoubtedly the most renowned landmark, noted for the scenic beauty that blends naturally with many famous historical and cultural sites. The "Ten West Lake Prospects" selected from the most frequently visited attractions around the lake give travelers a panoramic view of the city's highlights. Taking a stroll along the causeway by the lake, you'll feel the peaceful ethos of the city and better understand its time-honored fame as 'Heaven on Earth'.

The Leifeng Pagoda stands on Leifeng Peak of Sunset Hill to the south of West Lake, echoing the Baochu Pagoda in the north. It is the oldest colorful bronze pagoda in China. Standing on the top of the pagoda, tourists can appreciate the nearby Jingci Temple, enjoy the landscapes of West Lake, and even see the city of Hangzhou from a distance. At dusk, the colorful evening glow and green mountains are mirrored in the rippling lake, forming a picturesque scene renowned as 'Leifeng Pagoda in Evening Glow', one of the top ten scenes of West Lake.

Meijiawu Tea Plantation. About 10 kilometers (6 miles) from downtown Hangzhou, Meijiawu Tea Plantation, also called Meijiawu Tea Cultural Village is not

far from West Lake. It's a village with 600 years' history and famous as one of the main growing areas of Longjing tea. In the village, you can not only taste tea, but also participate in picking up tea leaves and making new tea if travelling there in spring! Besides, the Longjing tea is a great gift for your friends and family.

Lingyin Temple (Temple of Soul's Retreat). You will find Lingyin Temple (Temple of Soul's Retreat) in a long, narrow valley between Peak Flown From Afar (Fei Lai Feng) and North Peak to the northwest of the West Lake at Hangzhou in Zhejiang Province. It is without doubt a premier showpiece in the West Lake environs and is notable also as one of the ten most famous Buddhist temples of China. In 1961 it was listed for protection as a key provincial historical and cultural site and is considered a leading centre for research relative to Chinese Buddhist culture.

Six Harmonies Pagoda (Liuhe Pagoda). Six Harmonies Pagoda is a representative ancient pavilion-style tower in China, located on Yuelun Mountain to the south of the West Lake and facing Qiantang River. It is one of the three renowned pagodas in Hangzhou, together with another two around the West Lake, Baochu Pagoda and Leifeng Pagoda. Because of the height advantage and special location, Liuhe Pagoda is one of the best places to view the splendid Qiantang River Tide. In addition, there is an Ancient China Pagodas Garden near the tower, displaying miniatures of famous pagodas around the country.

Qinghefang Ancient Street. Qinghefang Ancient Street is a section of Hefang Street which is located at the northern foot of Wu Shan Hill in Hangzhou. It is just several hundreds meters away from the beautiful West Lake. With an area of 13 hectares (32 acres), the street is the only well-preserved part of the ancient city. As a miniature of the city's long history, it is the best place to embody the historical and cultural character of Hangzhou. Qinghefang Ancient Street has been the most flourished street in the city since the ancient time. During the Southern Song Dynasty (1127 - 1279 AD), Qinghefang with lots of shops, restaurants and teahouses was the center of politics, culture and commerce in the city. After so many years, it is still a prosperous business area. Many famous century-old shops are located in this ancient street, such as Wangxingji Fan Store, Zhangxiaoquan Scissors, Wanlong Ham Stack, Huqingyutang Pharmacy, Baohetang Pharmacy, Zhuangyuan House, Wangruixing, Yiyuanjindian, Jingyangguan and Sheep Soup Restaurant among others.

China National Silk Museum. Situated at the southern bank of the West Lake, in Hangzhou City of Zhejiang Province, China National Silk Museum is the first state-level professional silk museum in the country as well as the biggest of its kind throughout the world. It opened to the public in 1992 and since 2004 people can visit it. The museum includes Silk Road Gallery, Fashion Gallery, Weaving Gallery, Conservation Gallery, Collection Hall, Brocade Hall.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Hangzhou and the top attractions with at least 150 words and 10 rounds.

Situation:

Jack, an American, makes a call to Top China Travel. He wants to take a group tour in Hangzhou. But he still has a few questions about the air flight, the itinerary, the traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of Top China Travel, are answering the call from Jack. Your email address: tctliuli@gmail.com.

A: You, Liu Li, a travel Consultant of Top China Travel Company.

B: Jack, an American, who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information, such as if there is any special scenic spots he likes to visit in Hangzhou;
- 3) Indicate a four-day-tour from New York for Hangzhou one week later, and wants to know Jack's opinion;
- 4) Explain that it is a non-direct flight and there are two transfers: one is in Seoul, the other is in Beijing;
- 5) Give a brief introduction to Hangzhou Yunshu Hotel(4-star);
- 6) Give more detailed information about the traffic in Hangzhou, such as taxis and buses;
- 7) Indicate the total cost of the four-day-tour in Hangzhou: 3700 yuan, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give him the email and show your willingness to help him.
- 11)

The conversation goes like this:

A: Hello! This is Top Travel China Company. I'm glad to be of your service.

B: Hello, this is Jack, from America.

A: 1) _____

B: I'd like to know something about traveling in Hangzhou. I am really interested in the scenery of Hangzhou.

A: 2) _____

B: I'm interested in all beautiful scenic spots there. I've checked a group tour in

Hangzhou provided, and I want to know how long the tour is?

A: 3) _____

B: That sounds good. Is it a direct flight?

A: 4) _____

B: 5) It's OK. Where will we live in Hangzhou?

A: 6) _____

B: Great. I can't wait to see the landscape attraction in Hangzhou. I am told the transportation is not convenient in Hangzhou. Would you tell me more about the traffic in the city?

A: 7) _____

B: Fantastic! By the way, what's the cost of the trip?

A: 8) _____

B: I see. Could you explain the detailed itinerary?

A: 9) _____

B: That would be a good idea. You are very considerate.

A: 10) _____

B: My email address is jack686@gmail.com.

A: 11) _____

B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.

A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Jack based on the itinerary and the online information, with 200 words.

Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LMN-China-Group-05

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of South-eastern China

Price: 3700 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Hangzhou	Arrive at Hangzhou and be picked up at the airport. Check in Hangzhou Yunshu Hotel.(4-star).	D

		Enjoy the local food.	
Day 2	West Lake	Visit the West Lake: Winery Yard and Lotus Pool in Summer, Orioles Singing in the Willows, Viewing Fish at Flower Pond . Check in Hangzhou Yunshu Hotel.(4-star).	B, L, D
Day 3	Leifeng Pagoda, Meijiawu Tea Plantation	Visit the Leifeng Pagoda in the morning, Standing on the top of the pagoda to appreciate the nearby Jingci Temple. In the afternoon, go to Meijiawu Tea Plantation. Check in Hangzhou Yunshu Hotel.(4-star).	B, L, D
Day 4	China National Silk Museum	Visit China National Silk Museum in the morning. Check out the hotel. Leave Hangzhou Xiaoshan International Airport in the afternoon.	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Hangzhou;
- 3) Indicate the tour code and type, as well as the tour highlights;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a simple introduction to the hotel, including the standards, locations and so on.
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Hangzhou?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend West Lake, and introduce it briefly.

You can begin like this: Hello. Windy, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作	10	熟悉 Office 办公软件，具备使用办公设备和电子商	

	规范		务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

12. 试题编号:3-1-12 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询内容进行口头回复。

Background Information

Brief Introduction to Shanghai and Its Top Attractions

Shanghai, Hu for short, is a renowned international metropolis drawing more and more attention from all over the world. Situated on the estuary of Yangtze River, it serves as the most influential economic, financial, international trade, and cultural center in East China. Also it is a popular travel destination for visitors to sense the pulsating development of the country. In addition to its modernization, the city's multicultural flair endows it with a unique glamour. Here, one finds the perfect blend of cultures, the modern and the traditional, and the western and the oriental. New skyscrapers and old Shikumen together draw the skyline of the city. Western customs and Chinese traditions intertwined and formed the city's culture, making a visitor's stay memorable.

Shanghai, a vigorous and energetic international metropolis, welcomes people from all over the world to enjoy its special atmosphere. This modern metropolis with its rich heritage of ancient Chinese culture has much to see and do.

The Bund Shanghai. The Bund, also called Waitan, is a famous waterfront on the west bank of Huangpu River and regarded as the symbol of Shanghai. Here, the charm of Shanghai as a bustling metropolis combining the century-old history and flourishing future is fully presented, making the Bund Shanghai a must-see attraction.

Huangpu River is not only the mother river of Shanghai, which divides the city into east and west parts, but also assembles the splendid attractions of the city. Situated on the west bank of the Huangpu River, the Bund of Huangpu District is the symbol and highlight of a Shanghai vacation. New finance and commercial houses as well as grand buildings built in 1930s in the European architectural styles cluster along the Bund. At night bright lights add to the happy atmosphere as people stroll along the wide riverside promenade.

Nanjing Road is considered to be the 'No. 1 commercial street in China', which has been a landmark for this city for a long time. Along its 5.5 kilometers, you will find over 600 shops that on average are visited by some 1.7 million people each day. Here, you could purchase everything wanted, spanning from special and cheap souvenirs to the luxurious world famous brands.

Shanghai Disneyland Park. Shanghai Disneyland Park is located inside the Disney Resort in Chuansha New Town of Pudong New Area. It covers a construction area of 116 hectares (287 acres). As the sixth in the world and the first in mainland China, Shanghai Disneyland Park creates many records among the existing Disney parks. It has the tallest theme castle: the Enchanted Storybook Castle, the first garden-designed zone and the first pirate-themed garden. It also combines movie figures with Chinese elements, like the Chinese Zodiac Murals in the Gardens of Imagination. There are altogether seven theme attractions inside the park.

Yu Garden is the largest of Shanghai's ancient gardens with Ming and Qing architectural styles. The garden has six areas, each with its own style. The Grand Rockery, in the center of the Garden, is the most renowned sight. Near the garden, there is the Old City God Temple, where various of local snack shops and streets are scattered around.

Shanghai Museum. Located in People's Square, Huangpu District, the center of Shanghai, Shanghai Museum is a large museum of ancient Chinese art. Its style and presentation surround visitors with artifacts demonstrating ancient wisdom and philosophy. The exterior design of the round dome and the square base symbolizes the ancient idea of a round heaven and a square land. The museum is divided into eleven galleries and three exhibition halls. The eleven galleries cover most of the major categories of Chinese art: Ancient Bronze, Ancient Ceramics, Paintings, Calligraphy, Ancient Sculpture, Ancient Jade, Coins, Ming and Qing Furniture, Seals, and Minority Nationalities.

Jade Buddha Temple. It is one of the most famous Buddhist shrines in the city. The White Jade Buddhas were brought here from Burma in the nineteenth century. One is seated while the other is in the recumbent position of Sakyamuni symbolizing the Buddha's attainment of enlightenment or nirvana. The temple also has some impressive images of the Heavenly Kings. Although many people come to worship each day and burn incense at this very holy and active shrine, visitors are welcome.

Xintiandi. If you want to experience the historical and cultural atmosphere of the city, Xintiandi is a wise choice. Composed of Shikumen and modern architectural style, now it has become a hot and fashionable pedestrian street in the center of the city. Actually, it stands for the popular and leisurely life style of this city's new generation. The outdoor cafés, bars and romantic restaurants can be seen everywhere.

Oriental Pearl Tower. Shanghai Oriental Pearl Tower is located in Pudong Park in Lujiazui, Pudong New Area, Shanghai. Surrounded by the Yangpu Bridge in the northeast and the Nanpu Bridge in the southwest, it creates a picture of 'twin dragons playing with pearls'. The entire scene is a photographic jewel that excites the imagination and attracts thousands of visitors year-round. This 468 meters (1,536 feet) high tower is the world's sixth and China's second tallest TV and radio tower. However, even more alluring than its height is the unique architectural design that makes Oriental Pearl Tower one of the most attractive places anywhere. Its base is supported by three seven-meter wide slanting stanchions. Surrounding the eleven steel

spheres that are 'strung' vertically through the center are three nine-meter wide columns.

Zhujiajiao Water Town. Located in Qingpu District of Shanghai, Zhujiajiao Water Town, aka Zhujiajiao Water Village, is well-known throughout the country, with a history of more than 1,700 years. Covering an area of 47 square kilometers (11,614 acres), the little fan-shaped town, being regarded as Shanghai's Venice, glimmers like a bright pearl in the landscape of lakes and mountains. Endowed with another elegant name - 'Pearl Stream' - the Zhujiajiao Ancient Water Town is the best-preserved among the four ancient towns in Shanghai. Unique old bridges across bubbling streams, small rivers shaded by willow trees, and houses with courtyards attached all transport people who have been living amidst the bustle and hustle of the modern big city to a brand-new world full of antiquity, leisure and tranquillity.

Source from: <https://www.travelchinaguide.com/cityguides/Shanghai.htm>

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Shanghai and the top attractions with at least 150 words and 10 rounds.

Situation:

Marco, an American, makes a call to Shanghai Spring International Travel Service Co.Ltd.. He wants to take a group tour in Shanghai. But he still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Lu Li, a travel consultant of Shanghai Spring International Travel Service Co.Ltd., are answering the call from Peter. Your email address: tctluli@gmail.com.

A: You, Lu Li, a travel Consultant of Shanghai Spring International Travel Service Co.Ltd..

B: Marco, an American, who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information , such as if there is any special scenic spots he likes to visit in Shanghai;
- 3) Indicate a four- day-tour from New York for Shanghai a few days later, and want to know Marco's opinion;
- 4) Explain that it is a non-direct flight and there are two transfers: one is in Seoul, the other is in Beijing;
- 5) Give a brief introduction to Pudong Hotel;
- 6) Give more detailed information about the traffic in Shanghai, such as taxis and buses;
- 7) Indicate the total cost of the four-day-tour in Shanghai: 3800 yuan, including all

the fees;

8) 8) Indicate that you will send the detailed itinerary by email afterwards;

9) 9) Ask for the email address;

10) 10) State the time to give him the email and show your willingness to help him.

11)

The conversation goes like this:

A: Hello! This is Shanghai Spring International Travel Service Co.Ltd.. I'm glad to be of your service.

B: Hello, this is Marco, from America.

A: 1) _____

B: I'd like to know something about traveling in Shanghai. I am really interested in the scenery of metropolis, Shanghai.

A: 2) _____

B: I'm interested in all those beautiful places there. I've checked a group tour in Shanghai provided, and I want to know how long the tour is?

A: 3) _____

B: That sounds good. Is it a direct flight?

A: 4) _____

B: It's OK. Where will we live in Shanghai?

A: 5) _____

B: Great. I can't wait to see the landscape attraction in Shanghai. I am told the transportation is not that convenient in Shanghai. Would you tell me more about the traffic in the city?

A: 6) _____

B: Fantastic! By the way, what's the cost of the trip?

A: 7) _____

B: I see. Could you explain the detailed itinerary?

A: 8) _____

B: That would be a good idea. You are very considerate.

A: 9) _____

B: My email address is marco286@gmail.com.

A: 10) _____

B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.

A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Marco based on the itinerary and the online information, with 200 words.

Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LGN-China-Group-06

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of Eastern China

Price: 3800 yuan.

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Shanghai	Arrive at Shanghai and be picked up at the airport. Check in Pudong Hotel. Enjoy the local food.	D
Day 2	The Bund, Huangpu River	Visit the Bund in the morning. go to see Huangpu River in the afternoon. Check in Pudong Hotel.	B, L, D
Day 3	Shanghai Disneyland Park	Visit Shanghai Disneyland Park, enjoy the happiness of seven the theme attractions inside the park. Check in Shanghai Disneyland Hotel(5 star)	B, L, D
Day 4	Oriental Pearl Tower	Visit Oriental Pearl Tower in the morning. Check out the hotel. Leave Shanghai Pudong International Airport in the afternoon	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Shanghai;
- 3) Indicate the tour code and type, as well as the tour highlights
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a simple introduction, including the standards, locations and so on.
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Shanghai?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend Shanghai The Bund, and introduce it briefly.

You can begin like this: Hello. Marco, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主	

求 20%			动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作 规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能 要求 80%	对行程 咨询的 回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词，本 项 目 计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细 行程安 排的邮 件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词，本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述 行程 咨询的 回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达 少 于 2 句， 本 项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

13. 试题编号:3-1-13 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询内容进行口头回复。

Background Information

Brief Introduction to Sanya and Its Top Attractions

Sanya, Known as the “Hawaii of China”. Sanya is located in the south end of Hainan Island, adjacent to Lingshui County on the east, Ledong County on the west, Boating County on the north and the South Sea to the south. Sanya is the only city in China that can enjoy the tropical rainforest and ocean scenery at the same time. Surrounded by mountains on three sides, Sanya presents integrated beautiful scenery of beaches, seas, mountains and rivers. Many hills also provide a commanding point for overlooking this city. Besides, the sea water is clear with high visibility and moderate water temperature, which is suitable for swimming all year round. Numerous egrets live in the evergreen mangroves on both sides of two rivers in the west and east of urban Sanya. All the above make Sanya a paradise for habitation, tourism and vacation.

Tianya Haijiao (literally 'edge of the sky, rim of the sea'), which is 15 miles (about 24 kilometers) away from the downtown center, just as its name means that it will take you to the end of heaven and earth. Ancient history recalls a beautiful love story that relates to this particular beauty spot that is enhanced by a blue sky and pure, clear seawater of Tianya Haijiao. There are three famous huge rocks here that attract lots of visitors, and many who take photos in front of them, as the Chinese characters of Tianya, Haijiao and Nantian Yizhu are respectively engraved on them.

Sanya Dadonghai Scenic Area is one of the three most popular tropical seaside tourism areas in Sanya Hainan along with Sanya Bay and Yalong Bay. It is the first free open scenic area in Sanya. This scenic area lies between Tuwei Hill and Luhuitou Hill, about 2.5 miles (4km) southeast of downtown Sanya. Particularly favorable natural conditions, combined with convenient transport and perfect amenities, make Dadonghai an ideal destination for your holidays.

Luhuitou (literally, a deer looking back) Peninsula. About 5 km (3 miles) south of Sanya City in Hainan Province lies the Luhuitou Hill extending in the shape of an enthralling deer looking back. This hill is very same with the one mentioned in the legend of the Li Minority Group.

Wuzhizhou Island, in Haitang Bay, has an area of some 148 hectares (366 acres). With an irregular butterfly-like shape and a total coastline of 5.7 km (3.5

miles), the island is about 38 km (24 miles) north-east of Sanya City. The island was known as Guqizhou Island in ancient times and the earliest records date from the Qing Dynasty (1644-1911), when a temple was built to commemorate the originator of Chinese characters, Cang Jie. Following the Qing Government's fall from power, the villagers rebuilt the temple to honor the Goddess Matsu, who bestowed good fortune on the local fishermen. From 1949m, this island became an important strategic defense zone. However, from the 1990s, the island began to enjoy a completely new role as a romantic place for holiday and leisure.

Source from: <https://www.travelchinaguide.com/cityguides/Sanya.htm>

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Sanya and the top attractions with at least 150 words and 10 rounds.

Situation:

Alice, a British lady, makes a call to Hunan Overseas Tourism Co.Ltd. She is on business in Changsha. After business, she wants to take a group tour in Sanya. But she still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Wang Fang, a travel consultant of Hunan Overseas Tourism Co.Ltd, are answering the call from Alice. Your email address: tbtwangfang@gmail.com.

A: You, Wang Fang, a travel Consultant of Hunan Overseas Tourism Co.Ltd..

B: Alice, a British lady, who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information , such as if there is any special scenic spots she likes to visit in Sanya;
- 3) Indicate a four- day-tour every Monday, leaving for Sanya from Changsha three days later, and want to know Alice's opinion;
- 4) Explain that it is a direct flight;
- 5) Give a brief introduction to Sanya Dadonghai Hotel;
- 6) Give more detailed information about the traffic in Sanya, such as taxis and buses;
- 7) Indicate the total cost of the four-day-tour in Sanya: 3850 yuan, including all the fees;
- 8) Indicate tips: pay attention to sunscreen;
- 9) Indicate that you will send the detailed itinerary by email afterwards, and ask for the email address;
- 10) State the time to give her the email and show your willingness to help her.

The conversation goes like this:

A: Hello! This is Hunan Overseas Tourism Co.Ltd. I'm glad to be of your service.

B: Hello, this is Alice , from Britain. I'm on business in Changsha. After business, I want to take a tour.

A: 1) _____

B: I'd like to know something about traveling in Sanya. I am really interested in the scenery of Sanya.

A: 2) _____

B: I'm interested in all those beautiful places there. I've checked a group tour in Sanya provided, and I want to know how long the tour is?

A: 3) _____

B: That sounds good. Is it a direct flight?

A: 4) _____

B: It' s OK. Where will we live in Sanya?

A: 5) _____

B: Great. I can't wait to see an international tourist city with tropical coastal scenery, Sanya city. I am told the transportation is not convenient in Sanya. Would you let me know more about the traffic in the city?

A: 6) _____

B: Fantastic! By the way, what's the cost of the trip?

A: 7) _____

B: I see. Could you explain the detailed itinerary?

A: 8) _____

B:I'm told Sanya is very hot and has strong ultraviolet rays, isn't it?

A: 9) _____

B: That would be a good idea. You are very considerate.

A: 10) _____

B:My email address is alice286@gmail.com.

A: 11) _____

B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.

A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Alice based on the itinerary and the online information, with 200 words.

Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LCN-China-Group-11

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the natural beauty of Southern China.

Price: 3850 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Sanya	Arrive at Sanya, be picked up at Sanya Phoenix International Airport. Check in Sanya Dadonghai Hotel (4-star) . Enjoy the local food.	D
Day 2	Dadonghai	Visit Dadonghai. Sanya Dadonghai Scenic Area is one of the three most popular tropical seaside tourism areas in Sanya Hainan . Check in Sanya Dadonghai Hotel (5-star) .	B, L, D
Day 3	Wuzhizhou Island	Visit Wuzhizhou Island. The island was known as Guqizhou Island in ancient times and the earliest records date from the Qing Dynasty (1644-1911). Check in Sanya Dadonghai Hotel (5-star) .	B, L, D
Day 4	Tianya Haijiao	Visit Tianya Haijiao in the morning. Check out the hotel. Leave Sanya Phoenix International Airport in the afternoon.	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Sanya;
- 3) Indicate the tour code and type, as well as the tour highlights;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a simple introduction to the hotel, including the standards, locations and so on;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Sanya?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend Dadonghai, and introduce it briefly.

You can begin like this: Hello. Windy, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能	

求 20%			力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作 规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能 要求 80%	对行程 咨询的 回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本 项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细 行程安 排的邮 件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本 项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述 行程 咨询的 回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达 少于 2 句， 本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

14. 试题编号:3-1-14 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询的内容进行口头回复。

Background Information

Brief Introduction to Wuhan and Its Top Attractions

Wuhan, the capital city of Hubei Province in central China, is situated on Jiangnan Plain, a river-crossed fertile land created by the Hanjiang River joining the Yangtze River. This is a routine port for a Yangtze River cruise. Divided by the Yangtze, Wuhan is known as the 'Three Towns of Wuhan' with Hankou and Hanyang on the west bank, and Wuchang on the east.

Being an important industrial base in China, Wuhan has developed a complete industrial system of iron and steel, automobile, optoelectronics, chemical industry, metallurgy, textile, shipbuilding, manufacturing, and medicine. This city is also China's main transport hub as its high-speed rail network radiates most cities of China and flights to the world. It takes about 5 hours to Beijing, Shanghai, Chongqing, Shenzhen and Hong Kong by train while there are 40 direct overseas routes to four continents. Moreover, Wuhan is an important science and education City in China. The number of colleges and universities ranks third in China.

Wuhan is a city with both an ancient history and a thriving present. Historic relics excavated from ancient tombs tell the city's long history dating back 3,500 years. In the period of Pre-Qin (770 B.C. - 221 B.C.), it was the land of the State of Chu (one of the seven warring states before Qin, in the country's first feudal dynasty) and was the cradle of the brilliant Chu Civilization. Starting here, merchants followed the great Yangtze River and lake network to expand businesses throughout the entire country.

Beautiful cherry blossom, wonderful lake and river views and abundant snacks all add unique charm to Wuhan. In March, cherry blossoms in full bloom in Wuhan University and Mo Mountain attract tourists from all over the country. And the picturesque East Lake and night scenery of Yangtze River will make you intoxicated. All kinds of breakfasts in Hubei Alley are particularly attractive. A bowl of Hot and Dry Noodles is an indispensable delicacy in the life of Wuhan people.

In the Qing Dynasty (1644 - 1911), Hankou became one of the four best-known

towns in the country. For centuries, Wuhan has been the center of trade and transportation in central China. Today it is an important hub in central China and a feature of Yangtze River cruises for sightseers and businessmen traveling from Sichuan to Shanghai or Hong Kong. The uprising voice of the Revolution of 1911 was heard here firstly. The revolution which aimed to overthrow the autocratic monarchy of the Qing Dynasty (1636 - 1912) and establish the Republican government is one of the great events in modern China.

The well-known Yellow Crane Tower, a Wuhan landmark, is one of the most recommended things to do for travelers. Inscriptions by famous poets and literati from ancient dynasties adorn the tower. A climb to the top nets a bird's view of the entire city.

Guiyuan Buddhist Temple (Temple of Original Purity). One of the four important Buddhist temples in China, it is known for its perfect architecture, excellent sculptures, and rich collection of Buddhist doctrine.

East Lake is a vast water landscape in downtown Wuhan, being China's second largest lake in urban areas. It is dotted with many islands and surrounded by various flowers and plants. Birds are flying leisurely over the lake hunting or playing, forming a lively and beautiful picture. With sakura in spring, lotus in summer, red leaves in autumn and plum blossom in winter, it is suitable for travelling all year round. So tourists will never be disappointed no matter when they go there for sightseeing. This is why touring East Lake is one of the top things to do in Wuhan.

Chairman Mao Zedong's Villa. The villa adjacent to the East Lake was built as a retreat house for Chairman Mao and other privileged ruling members of the Politburo. Mao nicknamed it "Home of the White Clouds and Yellow Cranes" where he enjoyed the quiet ambiance and great relief it offered.

Local specialty food. Located at Simenkou, Wuchang District, Wuhan City, Hubei Alley is a snack street where you are able to enjoy various delicacies such as Hot and Dry Noodles, Rice and Meat Pancake, Hutang Rice Noodles and Soup Dumplings.

Besides, the Heptachord Terrace is another quite wonderful site among Wuhan points of interest. Known as Guqin Tai, it is a reminder of the legend of Yu Boya, an expert heptachord player and Zhong Ziqi, a woodcutter, who can understand Boya's music.

Yangtze River Cruise is definitely a must thing to do in Wuhan. There are daytime cruise and nighttime cruise and the latter is more recommended. There are two ferry terminals, Wuchang Hongxiang Ferry Terminal with both daytime and nighttime cruise and Hankou Yuehan Ferry Terminal with nighttime cruise. If you want to have a general view of the city, the cruise can't be missed. The route includes attractions like Wuchang River Beach, Wuhan Port, Dragon Temple, Qingchuan Pavilion, Tortoise Hill, Yellow Crane Tower, Wuhan Yangtze River Bridge, etc. When the night falls and the lights all come on, everyone will be immersed in the night view along Yangtze River. What need to pay attention to is that the cruise route is different from each other, so when buying the ticket, ask the clerk carefully.

Source

from:

<https://www.travelchinaguide.com/cityguides/Wuhan.htm>

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Wuhan and the top attractions with at least 150 words and 10 rounds.

Situation:

Betty, a British lady, makes a call to Hunan Overseas Tourism Co.Ltd.. She is on business in Changsha. After business, she wants to take a group tour in Wuhan. But she still has a few questions about the air flight, the trains, the itinerary, the traffic conditions, the total cost and so on.

You, Wang Fang, a travel consultant of Hunan Overseas Tourism Co.Ltd, are answering the call from Betty. Your email address: tbtwangfang@gmail.com.

A: You, Wang Fang, a travel Consultant of Hunan Overseas Tourism Co.Ltd.

B: Betty, a British lady, who is inquiring.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) Try to get more information, such as if there is any special scenic spots she likes to visit in Wuhan;
- 3) Indicate a four- day-tour every Monday, leaving for Wuhan from Changsha three days later, and want to know Alice's opinion;
- 4) Explain that there are high speed trains. The fare of the train is cheap, and the speed is fast;
- 5) Give a brief introduction to Wuhan Donghu Hotel;
- 6) Give more detailed information about the traffic in Wuhan, such as taxis and buses;
- 7) Indicate the total cost of the four-day-tour in Wuhan: 2800 yuan, including all the fees;
- 8) Indicate that you will send the detailed itinerary by email afterwards;
- 9) Ask for the email address;
- 10) State the time to give her the email and show your willingness to help her.

The conversation goes like this:

A: Hello! This is Hunan Overseas Tourism Co.Ltd.. I'm glad to be of your service.

B: Hello, this is Betty , from Britain. I'm on business in Changsha. After business, I want to take a tour.

A: 1) _____

B: I'd like to know something about traveling in Wuhan. I am really interested in the famous history and culture of Wuhan city.

A: 2) _____
 B: I'm interested in all those beautiful places there. I've checked a group tour, and I want to know how long the tour is?
 A: 3) _____
 B: That sounds good. Is it a direct flight?
 A: 4) _____
 B: It's OK. Where will we live in Wuhan?
 A: 5) _____
 B: Great. I can't wait to see Wuhan, which is famous for its history and culture. I am told the transportation is not convenient in Wuhan. Would you let me know more about the traffic in the city?
 A: 6) _____
 B: Fantastic! By the way, what's the cost of the trip?
 A: 7) _____
 B: I see. Could you explain the detailed itinerary?
 A: 8) _____
 B: That would be a good idea. You are very considerate.
 A: 9) _____
 B: My email address is betty286@gmail.com.
 A:
 10) _____
 B: It's very kind of you. Thanks for your introduction and I'd like to enroll in this tour group.
 A: It's my pleasure. See you.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Betty based on the itinerary and the online information, with 200 words.
 Note: Your email should adopt the block style, and the date is subject to the test date.

Itinerary

Tour code: LEN-China-Group-07

Tour type: Join-in Group Tour

Tour Highlights: well-organized small group tour; ideal experience for a short-time traveler; present the history and culture of Central China

Price: 2800 yuan

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Wuhan	Arrive at Wuhan, be picked up at Wuhan Railway Station. Check in Wuhan Donghu Hotel (4-star) .	D

		Enjoy the local food.	
Day 2	East Lake	Go to East Lake in the morning. East Lake is China' s second largest lake in urban areas. Visit Chairman Mao Zedong's Villa. Mao nicknamed it "Home of the White Clouds and Yellow Cranes" where he enjoyed the quiet ambiance and great relief it offered. Check in Wuhan Donghu Hotel (4-star).	B, L, D
Day 3	Yangtze River Cruise	Yangtze River Cruise is definitely a must thing to do in Wuhan. Check in Wuhan Donghu Hotel (4-star).	B, L, D
Day 4	Yellow Crane Tower	Visit Yellow Crane Tower in the morning. Check out the hotel. Leave Wuhan Tianhe International Airport in the afternoon.	B, L

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the subject of detail arrangement for the four-day-tour in Wuhan;
- 3) Indicate the tour code and type, as well as the tour highlights;
- 4) Indicate activities for each day;
- 5) Introduce meals for each day;
- 6) Give a brief introduction to the hotel, including the standards, locations and so on;
- 7) Ask for any special demands for meals or any specific dietary or allergy needs(特殊饮食需求或食物过敏),etc.

From_____

To _____

Date _____

Add a subject_____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Wuhan?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend East Lake, and introduce it briefly.

You can begin like this: Hello. Betty, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反	

			考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程 咨询的 回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本 项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一处扣 1 分。	
	对详细 行程安 排的邮 件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本 项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
	口述 行程 咨询的 回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达 少于 2 句， 本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

15. 试题编号:3-1-15 行程咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,对旅游实际情况中的行程安排、航班、住宿、旅游城市交通情况等方面的咨询进行机上及时回复,通过 email 告知客户详细的行程安排,最后针对客户咨询内容进行口头回复。

Background Information

Beijing Tour Guide

Being capital of the People's Republic of China, Beijing is the nation's political, economic, and cultural center. Located in north China, close to the port city of Tianjin and partially surrounded by Hebei Province, it also serves as the most important transportation hub and port of entry.

As one of the six ancient cities in China, Beijing has been the heart and soul of politics throughout its long history and consequently there is an unparalleled wealth of discovery to delight and intrigue travelers as they explore the city's ancient past and exciting modern development. Now it has become one of the most popular travel destinations in the world, with about 140 million Chinese tourists and 4.4 million international visitors in a year.

The Forbidden City-The Forbidden City, also known as the Palace Museum, lies in the city center of Beijing, and was once the Chinese imperial palace of the Ming and Qing Dynasties (1368 - 1911). It was listed as a World Heritage Site in 1987 and is the largest, best-preserved ancient timber-built palace complex in the world. Constructed between 1406 and 1420 during the reign of Emperor Chengzu of the Ming Dynasty (1368-1644), the Forbidden City was home to 24 emperors and their families and acted as the ceremonial and political center of ancient Chinese government throughout 500 years. After the Last Emperor of China left the palace, it later became a museum open to the public in 1925. Since then, the Forbidden City is no longer 'forbidden', and now ordinary people are able to take a virtual trip in time

to see the secrets and luxury of imperial life.

The Great Wall- Beijing is the best destination to admire the Great Wall of China. Most famous Beijing Great Wall sections are located in its suburban areas, including the well-preserved Badaling and Mutianyu, the renovated Juyongguan, Jinshanling and Simatai, and wild Jiankou and Gubeikou. They are all not far from downtown Beijing, 1-2 hours' driving away. In Chinese history, Beijing was not only one of the ancient capitals, but also one of the most strategic cities in the north. To defend their territory, many rulers have actively ordered to build Great Wall here. The Great Wall of China in Beijing totals 573 kilometers (356 miles). Those from Ming Dynasty (1368-1644), the last dynasty engaged in Great Wall construction, amount to 526 kilometers (327 miles). They are distributed in Pinggu, Miyun, Huairou, Yanqing, Changping, and Mentougou.

Summer Palace- Situated in the Haidian District northwest of Beijing, Summer Palace is 15 kilometers (9 miles) from the downtown area. Being the largest and most well-preserved royal park in China, it greatly influences Chinese horticulture and landscape with its famous natural views and cultural interests, which also has long been recognized as 'The Museum of Royal Gardens'. Yiheyuan radiates fully the natural beauty and the grandeur of royal gardens. Composed mainly of Longevity Hill and Kunming Lake, it owns over 3,000 man-made ancient structures, including pavilions, towers, bridges, corridors, etc.

The Temple of Heaven- The Temple of Heaven Park, Tiantan in Chinese, is located in the Dongcheng District, Beijing. It is the largest and most representative existing masterpiece among China's ancient sacrificial buildings. Originally, the Temple of Heaven was the place where emperors of the Ming Dynasty (1368 - 1644) and Qing Dynasty (1644 - 1911) held the Heaven Worship Ceremony. First built in 1420, the 18th year of the reign of Emperor Yongle of the Ming Dynasty (1368 - 1644), the Temple of Heaven was enlarged and rebuilt during the reigns of the Ming emperor Jiajing and the Qing emperor Qianlong. In 1988, it was opened to the public as a park, showing ancient philosophy, history and religion. Its grand architectural style and profound cultural connotation give an insight into the practices of the

ancient Eastern civilization.

Ming Tombs (Thirteen Tombs of Ming Dynasty)- 50 kilometers (31 miles) northwest from Beijing City, at the foot of Tianshou Mountain, is the Ming Tombs Scenic Area, aka Thirteen Tombs of Ming Dynasty, where lie the mausoleums of thirteen emperors of the Ming Dynasty (1368 - 1644). Since 1409 when Zhu Di, the first emperor of the Ming Dynasty, built his Changling Tomb here, the succeeding twelve emperors had their resting places built around Changling during the next 230 years, covering a total area of over 120 square kilometers (46.3 square miles). This is the best preserved mausoleum area with the most emperors buried. Every year millions of tourists come to the site to appreciate its long history and palatial architecture.

Beijing Taifu Hotel- Beijing Taifu Hotel Haidian Zhenxiang five-star hotel is a luxury hotel with full intelligence and leading environmental protection concept. It is located in Jimen bridge, known as one of the eight scenic spots in Yanjing, adjacent to ZhongGuanCun, known as China's Silicon Valley, and close to many colleges and universities. With fashionable and simple design, complete facilities, convenient transportation and excellent service, the hotel will be the first choice for business guests.

Task 1 行程咨询 (30%)

Directions: You are allowed 30 minutes to to reply a customer politely according to the inquiry, and complete the conversation based on the following situation and the information about Beijing and the top attractions with at least 150 words and 10 rounds.

Situation:

Tores, a Spanish, makes a call to Lexing International Travel Agency. He wants to take a group tour in Beijing, but he still has a few questions about the air flight, itinerary, traffic conditions, the total cost and so on.

You, Liu Li, a travel consultant of Lexing International Travel Agency, are answering the call from Antony. Your email address: lxiuli@gmail.com.

A: You, Liu Li, a travel Consultant of Lexing International Travel Agency

B: Tores, a Spanish who is inquiring.

The following should be included in the conversation:

- 1) Greet politely and introduce yourself, offer help to Tores;
- 2) Introduce Beijing generally and ask what attractions Tores likes to visit;
- 3) Introduce the representative attractions in Beijing;
- 4) Ask for the days Tores will stay in Beijing;
- 5) Recommend one whole day in the Forbidden City;
- 6) Indicate that the Great Wall and Summer Palace are also worthy of visiting;
- 7) Recommend Tores to choose the luxury tour;
- 8) Indicate that the luxury tour includes Beijing Taifu Hotel;
- 9) Indicate that the price for luxury tour will be about \$259;
- 10) Inform the time to send the email.

The conversation goes like this:

A: 1) _____

B: Hello, this is Tores. I am Spanish. I am flying to Beijing next month for a conference. I'd like to pay a short visit there.

A: 2) _____

B: This is my first time to travel in China. Can you give me some suggestions?

A: 3) _____

B: I want to have a good taste of Chinese culture. What should I do?

A: 4) _____

B: I am afraid I have only two days.

A: 5) _____

B: OK. How about the second day?

A: 6) _____

B: That sounds nice. And one more thing, I don't like a tight schedule when traveling.

A: 7) _____

B: May I ask whether you offer accommodation, since it's a two-day short tour?

A: 8) _____

B: I see. By the way, what's the cost of the trip? I will fly back to Spain by myself.

A: 9) _____

B: OK. I think I need a detailed itinerary. Would you send me an email? My email address is toresatmadrid@gmail.com.

A: 10) _____

B: It's so nice of you. Thanks for your service very much.

A: It's my pleasure.

Task 2 行程详细安排咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write

an email to Tores based on the itinerary and background information with 200 words.
Note: Your email should adopt the block style, and the date is subject to the test date.

2 Days Beijing Mini Group Luxury Tour

Tour code: CN/BJ06

Tour type: Mini Group Luxury Tour

Tourist Sites to Visit: the Forbidden City, the Great Wall, the Summer Palace

Tour Highlights:

1. Mini group of 1 to 6 guests with more personal care from your guide.
2. Lowest Price Guarantee: We beat any price of the other tours at the same quality.
3. In-depth commentary and photography inspirations offered by your professional English-speaking guide.
4. No Shopping, No Tea Ceremony, No Detours, No Optional Hidden Extras! More time will be spent on attractions instead of the shopping motive stops. You will enjoy a pure sightseeing tour.

Price: \$ 259/p.p.

Itinerary:

Days	Destinations	Activities & Hotels	Meals Included
Day 1	Tiananmen Square; Forbidden City	Be picked up from the lobby of hotel; Arrive at Tiananmen Square; Explore Forbidden City for 6 hours; Return to Beijing Taifu Hotel	L, D
Day 2	Mutianyu Great Wall; Summer Palace	Drive to Mutianyu Great Wall; Hike the wall for 2.5 hours and down the wall by cable car; Arrive at Summer Palace in the afternoon; Return to hotel	B, L, D

Entrance Ticket Price	April to October: CNY 60 November to March: CNY 40
Treasure Gallery	CNY 10 (in the Palace of Tranquil Longevity, including the Opera Museum and Stone Drum Museum)
Clocks and Watches Gallery	CNY 10 (in the Hall for Ancestry Worship)

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject of detailed itinerary of the 2-day mini group luxury tour in

Beijing;

3) Indicate the highlights of this tour;

4) Indicate the price for this tour;

5) Indicate activities each day;

6) Introduce the hotel simply, mainly about the standards, locations, facilities, services and so on;

7) Ask for any special demands due to healthy situation, religion, etc.

From _____

To _____

Date _____

Add a subject _____

Dear...

Task 3: 口述对客户咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Can you give some suggestions because I am going to pay a short visit to Beijing next month?
- 2) What should I do if I want to appreciate Chinese culture?
- 3) What attractions can I visit if I have only two days?
- 4) I don't like a tight schedule when traveling.
- 5) Is accommodation included in this tour?
- 6) What is the cost of the trip if I fly back to Spain by myself?
- 7) Can you offer a detailed itinerary by email?

You can begin like this: Hello, Torres, according to your inquiry, I'd like to

answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况，具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对行程咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语每错一	

			处扣 1 分。	
	对详细行程安排的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 4 分，格式错误扣 5 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 4 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	口述行程咨询的回复 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

16. 试题编号: 3-2-1 目的地咨询

(1) 任务描述

根据背景信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询,根据客户喜好推荐景点,完成回复咨询的完整对话。根据客户要求,通过 email 告知客户更多目的地景点情况,最后针对客户咨询内容进行口头回复。

Background Information

Changsha Travel Guide

Changsha, the capital of Hunan Province, is located in the northeast of Hunan Province, downstream of the Xiangjiang River. Although not as ancient as Beijing, Changsha also has rich historical heritages including old wall remains, tomb sites, religious temples and old buildings. It is also a city of media art and a food paradise. The evergreen Mt. Yuelu stands in the city and Xiangjiang River is clear as a mirror passing through the city. Orange Isle lies in the heart of the river. Fabulous snacks and delicacies can be seen everywhere on the streets among which the Stinky Tofu is a must-try.

The recorded history of Changsha can be traced back 3,000 years. Changsha experienced several expansions in ancient times, and during Qing Dynasty (1644-1911), it has developed into the political, economic and cultural center of Hunan Province.

What earns the city its reputation among visitors are two things. One is a great man in recent history, Chairman Mao Zedong and the other is Yuelu Academy, a time-honored academic school at the foot of Mt. Yuelu. Other attractions are Orange Isle, Mount Yuelu, Tianxin Pavilion, Mawangdui Han Tombs, Huogongdian, Taiping Street, Chaozong Street, etc.

The famous Yuelu Academy, located at the foot of Mt. Yuelu, one of the four famous ancient academies and the most well-preserved ancient academy in China, is a

'must-see' attraction in Changsha. It's originally built in 976, with a history of more than 1,000 years, and now is considered to be the cradle of culture school in Hunan Province. Either for its glorious past as a reputed feudal academic school in ancient times, or for being the site of Hunan University today, Yuelu Academy is a place in the city that both tourists and students like to visit while appreciate the charming natural view of the surrounding mountains.

Orange Isle, located in the center of Xiangjiang River in Changsha City, it is the biggest inland island in China and is honoured as the "First Island in China". There are many entertainment activities, among which the 20-minute firework show is the muse-see one. It's only available on some national holidays like New Year's Day and Chinese National Day, etc.

Located in the eastern suburb of Changsha City, the world famous Mawangdui Han Tombs is one of the most fascinating attractions in Hunan Province. It is no exaggeration to say that the Mawangdui Han Tombs is an open book to the glorious West Han Dynasty (206BC-24). The Mawangdui Han Tombs are very grand and complicated as well. More than 3,000 relics have been unearthed from three tombs, such as silk products, silk books, silk paintings and so on. All the unearthed relics are exhibited in Hunan Provincial Museum.

If you want to know what the ancient Changsha is like, Taiping Street is the best place to go. Taiping Street has been the central part of Changsha city for over 2,000 years and has completely preserved the fishbone street pattern for 200 years. The common characteristics of the buildings there are green tiles, pitched roof, white tiled roof ridge, fire-proof wall and wooden door & window. The old mansion there usually has a stone gate, blue walls and guardrails. For architecture enthusiasts, visiting Taiping Street is certainly one of the top things to do in Changsha. In addition, tourists can taste various local snacks like Changsha Stinky Tofu, and Sisters' Rice Balls.

Huogongdian, located in Pozi Street which is one of the most popular food streets in Changsha, is a representative place combining traditional folk culture and food culture. Honggongdian is originally a temple worshipping Fire God but now more famous as a time-honored restaurant brand. Tourists can taste various Changsha

and Hunan snacks there. Fried Stinky Tofu, the most famous snack in Changsha, smells not good but tastes delicious. It is the most recommended food in the city. Different like most spicy snacks, Sisters' Rice Balls with salty meat or sweet sugar as ingredients are quite suitable for people dislike spicy food. Most food lovers list visiting it as the top things to do in Changsha.

Chaozong Street, with a history of nearly 300 years, is one of the four existing granite streets in Changsha. Walking on the streets of this historical block, you can see grey tile roofs, black brick gables, through-carved wooden windows as well as granite floors. Chaozong Historical Block, a place of “organic renewal, urban memory, culture-tourism integration and slower pace of life”, is just like the “Exhibition Hall of the Old Streets”^o telling the stories of the old streets.

If you want to spend a leisure and quiet time in Changsha, Xiangjiang Scenic Belt is the place to go which is along the east bank of Xiangjiang River. A variety of plants have been planted along the scenic belt, forming a unique scenery of shore and Xiangjiang River.

Located in the center of Changsha, Tianxin Pavilion used to be the place for ancient people to observe the stars and worship the gods. The ancient city wall around the pavilion is the only existing city wall in the city. From Yingshan Tower in the northeast of the scenic area, tourists can overlook Xiangjiang River and Mt. Yuelu.

Changsha has good transport networks. As well as public buses, there are tour buses, mini buses, metros, taxis and sharing e-bikes and motorcycles, etc. Usually, taxis are one of the most convenient means of transportation in the city. They are available at airports, railway stations and hotels and drivers can take you wherever you want to go if you wait for a taxi at the gate of the hotel or just wave to a taxi at the roadside.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information with at least 150 words and 10 rounds.

Situation:

Manfred, a German guy staying in Huatian Hotel (**Address:**No.300 Jiefang East Road, Changsha, China) and working in Changsha, makes a call to Huatian Travel. He wants to take a sightseeing tour in Changsha on weekend. and he also wants to know more about attractions in the city.

You, Liu Li, a travel consultant of Huatian Travel, are answering the call from Manfred. Your email address:huatiantll@gmail.com

A: You, Liu Li, a travel consultant of Huatian Travel Company

B: Manfred, a German guy who is inquiring

The following should be included in the conversation:

- 1) Greet politely and show willingness to provide service;
- 2) 2) Give response and show appreciation for making an inquiring;
- 3) 3) Indicate the history of Changsha and ask for the types of places he wants to visit;
- 4) 4)Recommend Taiping Street as the best place to know what the ancient Changsha is like, and indicate to recommend more places;
- 5) 5) Recommend some famous places you like;
- 6) 6) Give a positive answer, indicate it's a good opportunity to learn different culture, and ask for the email address ;
- 7) 7) Ask him to wait, and indicate that you'll write down the email address;
- 8) 8) Give a positive answer, and introduce the ways to get a taxi;
- 9) 9) Recommend Huogongdian;
- 10) 10) Recommend some light food, such as Sisters' Rice Balls.

The conversation goes like this:

A: 1) _____

B: Hello, this is Manfred in Room1816.

A: 2) _____

B: I've heard Changsha is an old city with a long history, but I don't see any sign of it, where can I find it?

A: 3) _____
 B: Something special, such as places to show the history and life of the old Changsha.
 A: 4) _____
 B: Sounds good. What are they?
 A: 5) _____
 B: Wow, fantastic. Would you write me an email for detail introduction to the above places? I'll stay in Changsha for two weeks, and on weekend I'd like to take a one-day sightseeing tour in the city.
 A: 6) _____
 B: My email address is manfred286@gmail.com
 A: 7) _____
 B: Great. I can't wait to explore the ancient city. Is it convenient to take a taxi in Changsha?
 A: 8) _____
 B: that's nice! By the way, where can I enjoy the popular local food?
 A: 9) _____
 B: A Good idea. Is the food hot and spicy? I don't like spicy food.
 A: 10) _____
 B: Ok. Thank you.
 A: You're welcome. Have a nice day.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Manfred based on the background information and introduce top attractions (no less than four attractions) with at least 200 words. The subject is top activities and attractions in Changsha. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject;
- 3) Indicate the characteristics of the ancient city, Changsha, including the location, the history and so on.
- 4) Indicate top four activities and attractions in your opinion.

From:

To :

Date:

Add a subject:

Dear...

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation based on Task 1 for 3-5mins after 15 minutes of preparation. The content includes the following:

- 1) I've heard Changsha is an old city with a long history, but I don't see any sign of it, where can I find it?
- 2) Recommend Taiping Street as the best place to know what the ancient Changsha is like, and try to recommend more places;
- 3) Recommend some famous places according to the interest of Manfred;
- 4) Is it convenient to take a taxi in Changsha? Give a positive answer, and introduce the ways to get a taxi;
- 5) where can I enjoy the popular local food?
- 6) Is the food hot and spicy? I don't like spicy food.

You can begin like this: Hello, Manfred, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑; 面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅
软件	Office 办公软件, PowerPoint

(3) 考核时量

考核时间: 90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
	对目的地的口述	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计	

	24 分		8 分，信息点缺失，每处扣 1 分。	目 计 0 分。
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺， 条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

17. 试题编号: 3-2-2 目的地咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,线上回复客户对目的地城市、特色景点、交通食宿等方面的咨询,根据客户喜好推荐景点,完成回复咨询的完整对话。根据客户要求,通过 email 告知客户更多下一目的地景点情况,最后针对客户咨询内容进行口头回复。

Background Information

1) Kunming Travel Guide

Kunming, capital of Yunnan Province, is known as 'the City of Eternal Spring' for its pleasant climate and flowers that bloom all year long. With a history of more than 2,400 years, it was the gateway to the Silk Road. Today it is the most popular tourist destination in southwest China. The city center is an attraction with its two squares (Jinma Biji Square, Dongfeng Square) and five intersecting roads. Of these, Jinma Biji Square has the most eye-catching archways and stylish architectures. Qingnian Road, Zhengyi Road and Renmin Road are the main commercial areas. The most popular pedestrian streets are Nanping Street, Jingxing Flowers & Birds Market, and Jinma Biji Fang. The city is also the focal point of Kunming minority culture.

Empark Grand Hotel, located in the central area of the main urban area and the new urban area of Kunming, it's only 40 minutes' drive from Kunming Changshui International Airport. You can see the beautiful scenery of the West Mountain and the Dianchi Lake in the hotel. There are some parks not far away from the hotel, such as Kunming World Expo Park and Cuihu Park.

Kunming Stone Forest, one of the most important attractions of Kunming, is a spectacular set of limestone groups(石灰岩群) and the representative of south China's Karst landscape. There are stones in the figure of plants, animals and even humans can be found there, and you will be astonished by the extraordinary workmanship of nature. Long Lake is a karsts lake that is three kilometers long but only 300 meters wide. The lake features underwater stalagmites and stalactites(水下石笋和钟乳石)

and a small island in the center of the water.

2) Empark Grand Hotel Kunming Traffic

Kunming Changshui Airport:	26.1 km	36 mins by taxi
70RMB		

Kunming South Railway Station:	11.1 km	32mins by taxi
24RMB		

Stone Forest:	81.1 km	
76mins by taxi	213RMB	

3) Top Things to Do in Xi'an

Xi'an, also named Chang'an in ancient times, served as the capital for 13 dynasties during more than 1,000 years. It enjoyed popularity equal to that of Cairo, Athens and Rome. Together they were called the "four ancient capitals of the world". Xian is your gateway to ancient Chinese civilization. As one of the most important cradles of Chinese civilization, it marked the start of the famous "Silk Road" that linked China with central Asia and the Roman Empire. The historical city is full of must-see places for tourists. Most people know the famous Terracotta Army. Below are some other top things to do in Xi'an.

Terra Cotta Army - Visiting the Terracotta Army is No. 1 on the list of top 10 things to do in Xi'an. It is also known as the Terracotta Warriors and Horses and was built as the funerary project of the first emperor in China's history, Qin Shi Huang (259 - 210 BC). There are 3 pits in total. Pit 1 is the largest one, and contains 6,000 terracotta warriors. Another thing you need to know is that it is best to go to the Terracotta Army as early as possible. You have a clearer view in the morning because the light is better and it may be less crowded.

Cycling on the City Wall- One of the fun things to do in Xi'an definitely is cycling on the City Wall. This is the most complete ancient city wall that has been preserved in China. The existing City Wall was built in the Ming Dynasty (1368-1644) with a total length of 13.7 km (8.5 miles). In addition to the main wall, there are Archery Towers, Watch Towers and 98 Ramparts. Among the 18 City Gates, only East Gate, West Gate, South Gate and North Gate can provide bicycles. Riding on the City

Wall, you can not only appreciate the typical Chinese architecture but also appreciate the different landscapes of the inner city and the outer city.

Bell Tower and Drum Tower- In the very center of town there are a couple of large towers that are the focal points of the city. The Bell Tower and the Drum Tower, formerly used by monks to ring out alarms and the time of day for the city. They offer good views of the city in each direction. The Bell Tower is located at the center of the city in the east and deserves to be known as one of best places to visit in Xi'an. If you choose to visit in the daytime, you can also enjoy the splendid ancient bell performance at 9:00, 10:30, 11:30, 15:00, 16:00 and 17:00. The Drum Tower, which is near the Bell Tower, is also a good place to visit. The architectural form of the drum tower is Xieshan, and there is a China Drum Culture Exhibition. Since ancient time, there are a variety of drums, like pottery drum, drum-shaped stone blocks and so on. In addition, It is well known in Xi'an for morning bell and evening drum performance.

Muslim Quarter – Paradise for Foodies-Among the must-see places in Xi'an, you can't miss the Muslim Quarter. As a calling card of the city, here you will find more than 300 local snacks, such as halal barbecues, Vegetable Stew with Beef Balls, Honey Cold Glutinous Rice and Crumbled Flatbread in Mutton Stew. Strolling(闲逛) around the Quarter, you can not only taste the authentic local food but also experience the Muslim culture and customs. However, something you need to pay attention to is to respect the local religious customs. As the most representative local food, the well-known Muslim snack named Mutton Paomo enjoys an international reputation, which is a type of mutton soup that is paired with flat bread and can be found in both local restaurants and many larger chains in the city. You will be fall in love with it when you have it.

Giant Wild Goose Pagoda-- Located in the Qujiang Tourist Area to the southeast of the city center, this solemn ancient pagoda(佛塔) inside the Da Ci'en Temple was originally built in 652. It holds the old Buddhist relics and classics taken from India by the hierarch Xuanzang. The pagoda and its surrounding areas nowadays become a popular resort for both the locals and the tourists.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information with at least 150 words and 10 rounds.

Situation:

Mark, a guy from England, staying in Empark Grand Hotel Kunming. After the tour in Kunming, he still wants to visit some other places, and he also wants to stay in the hotel for one more night, so he makes a call to inquire.

You, Liu Li, a travel consultant of China International Travel Service, are answering the call from Mark. Your email address: tctliuli@gmail.com, and Mark's email address: marklint@gmail.com.

A: You, Liu Li, a travel consultant of China International Travel Service

B: Mark, a guy from England, who is inquiring

The following should be included in the conversation:

- 1) Greet politely and show willingness to provide service;
- 2) Give response and show appreciation for making an inquiring;
- 3) Ask for the time of the flight and the plan for that day;
- 4) Give a positive answer, and recommend two parks around the hotel;
- 5) Ask for the types of places he wants to visit; whether parks around the hotel;
- 6) Recommend Stone Forest according to Mark's interest, and give a brief introduction about it;
- 7) Indicate the distance and the time taken by taxi, advice him to take a taxi and start off before 7:00 am.;
- 8) Tell him to wait while you contact the hotel, and ask for the room number;
- 9) Tell him your response, and let him know the request has been approved;
- 10) Give a positive answer, and promise to do it afterwards.

The conversation goes like this:

A: 1) _____

B: Hello, this is Mark Lint from England. I'm visiting Kunming now.

A: 2) _____

B: After the tour in Kunming, Dali and Lijiang, I'll stay in Kunming for one more day because the flight I've booked to Xi'an is on the next night after the tour.

A: 3) _____

B: The flight is at 18:20 pm. Changshui International Airport. I'd like to take a one-day sightseeing tour around the city. Would you like to recommend some places?

A: 4) _____

B: I visited Cuihu Park on the first day when I got here.

A: 5) _____

B: I prefer some natural beauties. I have enough time that day.

A: 6) _____

B: Wow, fantastic. Is it far? How will I go there?

A: 7) _____

B: Ok. I'll set off early. By the way, could I stay in Empark Grand Hotel for one more night? I feel nice here.

A: 8) _____

B: 1618.

A: 9) _____

B: You're so nice. My next destination is Xi'an. I only know the Terra-Cotta Warriors. Would you like to write me an email about activities and attractions in Xi'an?

A: 10) _____

B: Thank you so much.

A: My pleasure. Wish you a nice day.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Mark based on the background information and introduce Xi'an and its top attractions (no less than three attractions) with at least 200 words. The subject is

Xi'an and its top attractions. Note: Your email should adopt the block style; and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject;
- 3) Indicate the characteristics of the ancient city, Xi'an, including the location, the history and so on.
- 4) Indicate top three activities and attractions in your opinion.

From:

To :

Date:

Subject:

Dear...

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation based on Task 1 for 3-5mins after 15 minutes of preparation. The content includes the following:

- 1) Would you like to recommend some places?
- 2) Recommend Stone Forest according to Mark's interest, and give a brief introduction about it;
- 3) Is it far? How will I go there? Indicate the distance and the time taken by taxi, advice him to take a taxi and start off before 7:00 am. and so on;
- 4) Could I stay in Empark Grand Hotel for one more night? Tell him your response, and let him know the request has been approved;

5) Would you like to write me an email about activities and attractions in Xi'an?

You can begin like this: Hello, Mark, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑; 面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅
软件	Office 办公软件, PowerPoint

(3) 考核时量

考核时间: 90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质, 遵守国家法律法规, 妆容得体大方, 待人接物真诚礼貌, 耐心细致; 掌握有效的沟通技巧, 具备开拓创新的思维能力, 主动了解游客喜好和实际情况; 熟知各目的地概况和特色, 尤其是风土人情和重点旅游景点; 具有灵活的应变能力, 清晰表达建议并准确推荐旅游活动及相关项目, 达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件, 具备使用办公设备和电子商务的能力, 操作规范。工作场地脏乱差; 严重违反考场纪律, 造成恶劣影响的, 本项计 0 分。	
技能要求 80%	对目的地的咨询回复	8	理解题目要求, 信息点完整计 8 分, 信息点每缺失一处扣 1 分。	字数少于 50 词, 本项目计 0 分。
		8	旅游服务词汇表达准确, 句型、语法使用正确, 句子完整通顺, 条理清晰计 8 分; 单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分, 每少 10 词扣 1 分, 扣完为止。	
		4	对话中能使用准确的服务套语计 4 分, 套语错一处扣 1 分。	
	对目的地点咨询	8	理解题目要求, 信息点完整计 8 分, 信息点每缺失一处扣 1 分。	字数少于 50 词, 本项目
		12	旅游词汇表达准确, 句型、语法使用正确, 句子完整通顺, 条理清晰计 12 分, 单词、句型使用错	

	的 邮 件 回 复 32 分		误，每处扣 0.5 分。	目计 0 分。
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对 目 的 地 咨 询 口 述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达 少 于 2 句，本 项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

18. 试题编号: 3-2-3 目的地咨询

(1) 任务描述

根据考核点信息, 以给出的客户咨询内容为场景, 要求考生依据在线咨询员岗位, 针对客户咨询的内容、对话的上下文衔接和设定的考点任务, 线上回复客户对目的地城市、特色景点、交通等方面的咨询, 根据客户喜好推荐景点, 完成回复咨询的完整对话。根据客户要求, 通过 email 告知客户更多目的地景点情况, 最后针对客户咨询内容进行口头回复。

Background Information

1) Suzhou And Its Top Attractions

Suzhou, 'Venice of the Orient', is located in southern Jiangsu Province in the center of the Yangtze Delta, very close to Shanghai with only 99.4 km and less than two hours' drive. 42% area of the city is covered by water, including a vast number of ponds and streams. Built in 514 BC, it is an ancient city with over 2,500 years of history. The unique characteristics of the past are still retained today. Visiting the wonderful ancient water town or lingering in the classical gardens, you will truly feel 'Gardens to the south of the Yangtze River are the best in the world, and Suzhou gardens are the best among them'. These gardens get their high reputation not only for their vast numbers, but also for their charming natural beauty and harmonious construction. At present more than 60 gardens are preserved well in the city, and some of them have been listed in the World Heritage List.

Suzhou Old Town has been the cultural center of the regions south of the Yangtze River for long. It has many classic gardens and the longest river channel in China's water towns, with more than 30 old streets and alleys, 70 ancient bridges, 639 old wells and 22 ancient memorial archways(古牌坊). Here, you can not only explore the cultural heritages for thousands of years, but also feel the elegant and peaceful charm of the past times. Three highlights of Suzhou Old Town - gardens, ancient streets and city wall are unmissable attractions.

Suzhou gardens enjoy a worldwide reputation for the intricate layout(错综复杂的布局) and perfect miniature landscape(微型景观) in a limited space. Strolling inside, visitors can not only experience an elegant and tranquil cultural atmosphere, but also a delicate combination of Chinese architecture and natural scenery. Most of the classical gardens of Suzhou were built for private use by rich businessmen. Until now, some classical gardens are still very well preserved, most of which have been listed as UNESCO World Heritage Sites, such as Humble Administrator's Garden, Lingering Garden and Master of Nets Garden.

Humble Administrator's Garden (Zhuo Zheng Yuan)--As the largest classical garden of Suzhou, Humble Administrator's Garden was first built in the early 16th century. As one of China's four most famous gardens, The architectural composition is water-centered. The area of pool water takes up 1/5 of the total area. and it is surrounded by mountains and rivers, luxuriant flowers and trees. The Central Garden is the highlight of your garden tour, where you can appreciate a large-scale lake filled with lotuses and a large number of elaborate scenic pavilions. Besides, if you are interested, the Suzhou Garden Museum, the only garden museum in China is located in the south of the garden.

Lingering Garden (Liu Yuan)--As the most classical garden of Suzhou, Lingering Garden is also one of the four most famous gardens in China. It is famous for its fantastic architectural art: spacious and gorgeous halls and various-style buildings. Lion Grove Garden, one of the four most famous classical gardens of Suzhou, was built in 1342 by a Buddhist disciple in memory of his master. In this garden, visitors can not only enjoy the classical style of Suzhou pavilions, but also appreciate the limpid lake and rocks of different shapes. Most of these rocks look like lions in different postures, such as roaring, sleeping and playing. Thus, the garden is also known as the "Kingdom of Rockery".

Master of Nets Garden, which is a typical Suzhou-style classical landscape garden built in the year of 1127-1279. This exquisite garden boasts the architectural splendor, as the special layout of pavilions, gateways, windows and various halls enlarges the space visually. It is the smallest of the Suzhou residential gardens, yet it

is the most impressive because of its use of space which creates the illusion of an area that is much greater than its actual size. Even more than the architectural achievement is the mood of tranquility and harmony that it embodies.

Located in the northwest corner of the Suzhou Old Town, Tiger Hill has a long history of more than 2,500 years. Tiger Hill, with a very small area of 0.19 square kilometers, it integrates the natural landscape and cultural landscape perfectly, showing visitors hills, bizarre rocks, cliffs, spring water, streams, ancient trees, stone carvings, ancient bridges as well as Neolithic cultural relics(新石器时代的文物).

Lion Grove Garden is one of the four most famous classical gardens of Suzhou. In this garden, visitors can not only enjoy the classical style of Suzhou pavilions, but also appreciate the limpid lake and grotesque rocks. Most of these rocks look like lions in different postures, such as roaring, sleeping and playing. Thus, the garden is also known as the “Kingdom of Rockery”. The rockeries are just like a maze, and visitors can even play hide-and-seek with their children. Also, the garden is covered with dense bamboo forest, under the bamboo dotted with lots of lion-shape stones. Visitors can walk through the bamboo and appreciate the exquisite stones up close.

2) Tour Information

Suzhou Mini Group Day Tour from Shanghai \$149, 1 to 6 Guests Master of the Nets Garden, Shantang Street, Tongli Water Town

Highlights

- Mini group of only 1 to 6 guests, with the lowest fare but the most attentive service.
- Take a ride directly from Shanghai to Suzhou, no stop or transfer, making the journey quick and comfortable.
- Enjoy the beautiful scenery in the exquisite and elegant Master of the Nets Garden.
- Explore Tongli Water Town to experience the unique folk customs of southern China.
- VIP service for you with unlimited supplies of complimentary bottled water.
- No shopping stop, no factory stores, and no tea-selling shows. Make sure your valuable time is only spent on the attractions for sightseeing.

Notes: Our professional tour guide will pick you up from your hotel in Shanghai at the appointed time, and then we will drive to Suzhou by a clean, comfortable and

air-conditioned vehicle. It starts at 8:00 am.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information with at least 150 words and 10 rounds.

Situation:

Mr. Stone, a guy from America, wants to visit some other places near Shanghai, but he doesn't know where to go, so he makes a call to inquire.

You, Liu Li, a travel consultant of Gusu Travel Agency, are answering the call from Mr. Stone and try to recommend Suzhou to him. Mr. Stone's email address is davidstone@gmail.com. Your email address: tctliuli@gmail.com.

A: You, Liu Li, a travel consultant of Gusu Travel Agency

B: Mr. Stone, an American guy who is inquiring

The following should be included in the conversation:

- 1) Greet politely and show willingness to provide service;
- 2) 2) Give response and show appreciation for making an inquiring;
- 3) 3) Ask for the opinion about a tour of Suzhou, and indicate Suzhou as Venice of the Orient;
- 4) 4) Indicate the advantages of the distance to tour Suzhou;
- 5) 5) Give a positive answer, and brief introduction to Suzhou including the location, the characteristics, the history, and the gardens;
- 6) 6) Indicate no worries about traffic when traveling with a group, and promise to make a good arrangement for him;
- 7) 7) Recommend a suitable tour, and tell him the note of the tour;
- 8) 8) Indicate the cost of the tour, and the convenience and advantages of the tour ;
- 9) 9) Give a positive answer, and promise to do it afterwards;
- 10) 10) Tell him your response, and promise to be ready to help him at any time.
- 11)

12) The conversation goes like this:

- A: 1) _____
B: Good morning. This is David Stone from America. I want to visit some places near Shanghai. Would you please recommend some particular places?
A: 2) _____
B: Yes. I like ancient cities.
A: 3) _____
B: Really? Is it far away from Shanghai?
A: 4) _____
B: Yes, a good distance. Would you like to tell me something more about the city?
A: 5) _____
B: Oh, cool. I like garden designs. How do I get there? By high speed train or by car?
A: 6) _____
B: How many days does the tour take? I don't have much time, only one day.
A: 7) _____
B: What is the cost of the tour?
A: 8) _____

B: Good. Would you like to tell me more information about the attractions in Suzhou by email?
A: 9) _____
B: I will call you again when I make my decision.
A: 10) _____

Task 2. 对目的地景点咨询的邮件 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Mr. Stone based on the background information and introduce the top attractions in Suzhou (no less than four attractions) with at least 200 words. The subject is more information about the attractions in Suzhou. Note: Your email should adopt the block style; and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject;
- 3) Indicate the characteristics of the gardens in Suzhou;
- 4) Indicate four top attractions in your opinion.

From:

To :

Date:

Subject:

Dear...

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation based on Task 1 for 3-5mins after 15 minutes of preparation. The content includes the following:

- 1) I want to visit some places near Shanghai. Would you please recommend some particular places?
- 2) Is it far away from Shanghai?
- 3) Would you like to tell me something more about the city?
- 4) How do I get there? By high speed train or by car?
- 5) How many days does the tour take? I don't have much time, only one day.
- 6) What is the cost of the tour?
- 7) Would you like to tell me more information about the attractions in Suzhou by email?

You can begin like this: Hello, Mr.Stone, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室

设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

（3）考核时量

考核时间：90 分钟

（4）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。	

			缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对 目 的 地 咨 询 的 口 述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达少于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

19. 试题编号:3-2-4 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询内容进行口头回复。

Background Information

Top Things to Do in Guilin

Guilin, one of the first national historical and cultural cities and a world-famous scenic city, is located in South China, with a total area of 27,800 square kilometers. The stunning landscape in which the city is situated has a kind of magic that is all its own. The strangely shaped hills or karsts, with the verdant vegetation ranging from bamboos to conifers together with crystal clear waters and wonderful caves make the city such an appealing destination. It is an important cultural city with a history of more than 2,000 years, and has been served as the political, economic and cultural center of Guangxi since the Northern Song Dynasty.

Li River Cruise- Taking Li River cruise should be top one on your list that you should do in Guilin. The scenery of Li River has the reputation of "four wins" of green mountains, beautiful water, strange caves and beautiful stones. The 83 km Li River from Guilin to Yangshuo is the essence of Li River, and the beautiful scenery of "deep pools, dangerous shoals, flowing springs, and waterfalls". It is a typical, rich and concentrated area of karst topography, which concentrates the essence of Guilin Scenery, which makes people feel like "traveling on the blue waves and people in the middle of painting". In the first section, tourists can find Chuanshan Park, Daxu Ancient Town and Ox Gorge; in the second section, the most charming scenery of the cruise awaiting you: Wangfu Rock (Yearning-for-Husband's-Return Rock), Crown Cave, Half-Side Ferry, Yangdi Village, Mural Hill, Xianggong Mountain, Yellow

Cloth Shoal, and Xingping Town. The third section goes from Water-Dropping Village to Yangshuo where you can see Snail Hill, Green Lotus Peak (Bilian Peak), and Shutong Hill (Schoolboy Hill). The scenery is equally beautiful.

Yangshuo and West Street- Yangshuo is popular with the foreign tourists from all around the world. The special geography gives it amazing beauty while over 1,400 years of history and diverse ethnic minority groups bless it with deep traditional and splendid cultures. Keeping their original character, streets there present the simple and primitive atmosphere of the ancient town. Ethnic groups' special folk customs represented by their various festivals, and exotic flavors added by foreigners make this town more colorful. The West Street in town is the most popular site, gathering and dispatching a great number of foreign tourists because they can enjoy the wonderful night life there: having fun in bars, enjoying midnight snacks and shopping. People can have a taste of the well-known ginger candy, the fish cooked with beer, Yangshuo Ciba, a kind of cake made of glutinous rice. You can also visit the Moon Hill and drift on Longjin River.

Elephant Trunk Hill- Elephant Trunk Hill is the landmark of Guilin. There is an old story that circulates among the Guilin people. It is said that Elephant Trunk Hill is the embodiment of a God Elephant, who used to be the mount of the Emperor of Heaven. It was separated from the Emperor in a war and stranded in Guilin with severe wounds. A local couple saved its life and took good care of it. This animal fell in love with the life there and decided not to return to the heavenly palace. The Emperor bestowed a pagoda to help it suppress evils and protect people. Since then, it never left this place and at last became Elephant Trunk Hill. Puxian Pagoda on the top is said to be the bestowed one. You can also visit Water Moon Cave, Puxian Pagoda and Yunfeng Temple here.

Reed Flute Cave- As a brilliant Karst cave marked on almost all travel itineraries, Reed Flute Cave got its name from the verdant reeds growing outside it, with which people make flutes. Here are the top spots that you can not miss in the cave: Tower-shaped Pine, Crystal Palace, Inscriptions on the Cave Wall. Tower-shaped Pine has two peculiar stalagmites: one is like a snowman, and because

of the coldness, he put his hands into his pockets. Another is like a round tower-shaped pine, whose branches are covered with a thick layer of snow and ice. “Crystal Palace” is the widest part inside Reed Flute Cave. This is a brilliant hall and the height decreases to all sides. Despite the fantastic natural scenery inside Reed Flute Cave, there are many writings on the wall. According to some statistics, there are 77 travelogues and poems left, which are said to be derived from the Tang Dynasty (618-907), making the cave a popular tourist site at that time.

Longji Rice Terraces-- Longji Rice Terraces is located in Longsheng County, about 80 kilometers from Guilin and 140 kilometers from Yangshuo. Now, the Dragon's Backbone Rice Terraces covers an area of 66 square kilometers and spans an altitude between 300 meters and 1,100 meters. Among them, two main and representative viewing areas are the Ping'an Zhuang Village Terraced Fields and the Jinkeng Terraced Fields where Zhuang and Yao Minority people have been living respectively for hundreds of years. In addition to appreciate the rice terraces, visitors can learn some unique customs in Longsheng rice terraces scenic area.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Guilin and the top attractions with at least 150 words and 10 rounds.

Situation:

Jean, a foreigner from France, is having a business trip in Guilin. He wants to have a tour in Guilin for one day. He makes a call to TopChinaTravel for more information about attractions in Guilin.

You, Liu Li, a travel consultant of TopChinaTravel, are answering the call from Jean. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tetliuli@gmail.com.

A: You, Liu Li, a travel consultant of TopChinaTravel Company

B: Jean, a foreigner, who has strong interest in landscapes

The following should be included in the conversation:

- 1) Show appreciation for making an inquiring and ask what kind of places he wants to visit in Guilin;
- 2) 2) Recommend the Li River cruise;
- 3) 3) Introduce more about the Li River cruise;
- 4) 4) Introduce more about the scenic spots during the cruise;
- 5) 5) Indicate that it's a good opportunity to appreciate the karst landscape;
- 6) 6) Recommend the Yangshuo;
- 7) 7) Introduce the activities for tourists when they in Yangshuo;
- 8) 8) Indicate that Yangshuo is most popular with foreigners and explain the reasons;
- 9) Recommend the most representative local food;
- 10) Ask about the email address.

The conversation goes like this:

A: Hello, this is TopChinaTravel Company. What can I do for you?

B: This is Jean. I am French and I arrived in Guilin today. I'd like to travel in Guilin tomorrow.

A: 1) _____

B: Something different from city travel. I am interested in the natural beauty of Guilin and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel by water.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Yangshuo?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: Sounds great. I'd like to know more about the small town. Would you like to send emails to me, telling me what activities and attractions in Guilin?

A: 10) _____

B: My email address is jean1995@Gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Jean based on the background information about Guilin and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Guilin. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the topic of the email;
- 3) Indicate the basic information of Guilin, a city with natural beauty, including its location, the history and so on;
- 4) Indicate at least three attractions of Guilin and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Do you have any suggestions if I want to enjoy the natural landscape in Guilin?
- 2) Can you introduce the tour?
- 3) What attractions are included in the tour?
- 4) What activities are included in this tour?
- 5) What is the most interesting thing in Yangshuo?
- 6) What local food do you suggest to have a try?
- 7) Can you send me an email to tell me the activities and attractions in Guilin?

You can begin like this: Hello, Jean, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素	职业	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得	

养 要 求 20%	素养		体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技 能 要 求 80%	对目的 地咨询 的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的 地景点 咨询的 邮件回 复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的 地咨询 的口述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达少于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

20.试题编号:3-2-5 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询内容进行口头回复。

Background Information

Qingdao Travel Guide

Qingdao, located in the southeast part of Shandong Province, is a beautiful seaside city. It is near to the Yellow Sea to the east and south, Yantai to the northeast, Weifang to the west and Rizhao to the southwest. Qingdao is one of the most beautiful coastal cities in China. Qingdao Port has been open to 177 ports around the world, bringing Qingdao to the most prosperous city in Shandong.

Tourists who visit Qingdao can explore cultural relics like churches, historic German architecture and former residence of celebrities in the Qingdao Old Town while viewing beautiful natural landscapes including parks, bathing beaches in coastal areas. Be sure to go to Beer Street to taste the local Tsingtao beer whose best partner is always barbecue. In addition, Pichai Food Street, Yunxiao Road Food Street, and Mai Island seafood Street offer the freshest seafood, and authentic Qingdao snacks. Qingdao International Beer Festival, the biggest beer festival in Asia, is held on the second weekend of August every year and lasts for 16 days. The whole city will be decorated and people can taste beer from the world.

Qingdao is known as the “Switzerland of the Orient” with various buildings in exotic architectural style. Located by the Yellow Sea, it is also rich in sea scenery and is the sailing city of China where has held sailing vessel competition of Beijing 2008 Olympic Games. Also, it is the birthplace of the world famous Tsingtao Beer. As a famous national historical and cultural city, Qingdao is also the place of origin of Taoism.

Zhan Bridge- Zhan Bridge has many other names such as Qianhai Zhan Bridge,

Nanhai Zhan Bridge and Grand Pier. Located at the coastal area at the southern end of Zhongshan Road, it is an extension of the road into the sea. It is just about 0.3 miles from Qingdao Railway Station. Whether travelers come to Qingdao by train or by ship, Zhanqiao, a landmark of the city, welcomes them at their first stop in this beautiful coastal city. The locals say that you can not know the real Qingdao if you have not gone to the Zhan Bridge, so follow our introduction to see the top scene of the city! Originally built in 1891 as a naval pier, Zhanqiao can be regarded as a construction as old as Qingdao City. During the Qing Dynasty (1644 - 1911), the imperial envoy Li Hongzhang once came here to inspect the local development. At that time, Qingdao was just a small fishing village, which can not berth the big official ship of Li Hongzhang.

Golden Sand Beach- Golden Sand Beach (Jinshatan in Pin Yin) is situated in the southeast of Phoenix Island (Xuejia Dao) in Qingdao and is close to the Bohai Sea. It stretches from east to west like a crescent. Its claim to fame as 'The No.1 Beach in Asia' is due to its soft, golden sand. Jinshatan is about 3,500 meters (2 miles) long and 300 meters (0.1 miles) wide. It is one of the most beautiful beaches in China. Golden Sand Beach is endowed with appealing sceneries. Golden sand, white clouds, blue sea and fantastic reefs make up a beautiful picture. One of the reefs is shaped like a frog. The 'stone frog' disappears or appears with the rising or ebbing of the tide, hence its name 'Indistinct Stone Frog'. Many marine lives such as crabs, shellfish and starfish flourish in the water. In addition, it is famous for its 'three treasures' - sea cucumber, abalone and crab, which are delicious and nutritious when prepared fresh.

Qingdao Number One Bathing Beach- Reputed to be the largest sandy beach in Asia, the No.1 Bathing Beach is situated on Huiquan Bay in Qingdao, Shandong Province. Also called Huiquan Bathing Beach, it is noted for its clear water, mild waves and soft sand. The beautiful scenery with its European ambience can compete with Hawaii, Bali or Samet Island in Thailand. The Qingdao Number One Bathing Beach was first built in 1901 by the Germans after they invaded Qingdao. At that time, it was a famous entertainment place in East Asia but it was only open to foreigners. In 1984 and 2003, the local government repaired and expanded the place on a large scale.

The Number One Bathing Beach took on a new look: it was enlarged and more public service facilities were constructed.

Mt. Laoshan- Facing the Yellow Sea, Mt. Laoshan or Mount Lao is located to the east of Qingdao. This tall and majestic mountain is famous for its marvelous mountainous scenery and coastal landscape. It is regarded as the most recognized mountain of all mountains on the coast of China. It also holds significant importance in Taoism. Thus it is a must to see when traveling in Qingdao. As the most famous mountain on the coast Mt. Laoshan caters well for tourists. Three lines, the Southern Line, the Central Line and the Eastern Line, lead the visitors to 220 scenic spots including historical and natural points of interest. The visit will take you to explore Mt. Laoshan including Longtan Waterfall and Taiqing Palace. It is also noted for its Taoist culture for a long time where lots of ancient Taoist buildings are left. Looking around Longtan Waterfall, you can see a narrow and rapid stream running through the steep cliff and rushing into the green pond. Besides, Taiqing Palace is the oldest with a history of more than 2,000 years as well as the largest, covering an area of 30,000 square meters. The whole palace consists of three parts: Sanqing Hall in the middle, Sanguan Hall to the east and Sanhuang Hall to the west. Qingdao Beer Museum is a place where you can know the culture and making process of Qingdao beer and then have a taste of it.

How to get to Mt. Laoshan

1. Take Bus 109, 110, 371, 383, 615, 616, 618, 620, 627, 635, 926, Tourist Bus 6 or Sightseeing Bus 4 to Yangkou.
2. Take Bus 639 to Beijiushui.

[Qingdao Bus Search](#)

Ticket Fare	Apr. - Dec.	Jan. - Mar.
Liuqing, Taiqing, Yangkou	CNY90	CNY60
Beijiushui & Hualou	CNY65	CNY40
Jufeng	CNY80	CNY50
Combo Ticket (including all above, available for 3 days)	CNY180	CNY120
Taiqing Telpher	CNY80 (round-trip), CNY45 (single trip)	
Yangkou Telpher	CNY60 (round-trip), CNY35 (single trip)	
Sight-seeing bus (unlimited rides for 3 days)	CNY60	

Note: 1. Children between 1.2 and 1.4m (3.9 - 4.6 feet) can enjoy a half-price ticket for the entrance fee and sightseeing bus.

2. Free for children under 1.2m.

Task 1 对目的地咨询的回复 30%

Directions: You are allowed 30 minutes to reply the customer politely according to

the inquiry, and complete the conversation based on the following situation and the background information about Qingdao and the top attractions with at least 150 words and 10 rounds.

Situation:

Chandler Brown, a British, is having a business trip in Qingdao. He wants to have a tour in Qingdao for one day. He makes a call to Kanghui Travel Agency for more information about attractions in Qingdao.

You, Liu Li, a travel consultant of Kanghui Travel Agency, are answering the call from Chandler. You are patient to answer his questions and help him make a final decision where to visit. Your email address: khtaliuli@gmail.com.

A: You, Liu Li, a travel consultant of Kanghui Travel Agency

B: Chandler Brown, a British who has strong interest in the sea view in China

The following should be included in the conversation:

- 1) Greet enthusiastically and ask what you can do;
- 9) Show appreciation for making an inquiring and ask the kinds of places he wants to visit in Qingdao;
- 3) Briefly introduce the main scenic spots in Qingdao;
- 4) Indicate it's a good opportunity to appreciate the natural sea view of Qingdao;
- 5) Introduce the representative food in Qingdao;
- 6) Indicate that he's lucky, and there is the Qingdao International Beer Festival;
- 7) Recommend Mt. Laoshan and explain the reasons;
- 8) Further introduce the three lines to visit Mt. Laoshan;
- 9) Explain whether Chandler should pay sightseeing bus fee for his kid or not;
- 10) Ask for the email address.

The conversation goes like this:

A: 1) _____

B: Hello, this is Chandler Brown. I am a British and I am in Qingdao now. I'd like to travel in Qingdao for one day.

A: 2) _____

B: I'm told that Qingdao is a coastal city, so I would like to enjoy the beautiful sea view here.

A: 3) _____

B: That sounds fantastic.

A: 4) _____

B: Do you have any recommendations for food here?

A: 5) _____

B: Beer? What is the best way to try the beer in Qingdao?

A: 6) _____

B: Great! What is the most interesting attraction in this tour, please?

A: 7) _____

B: How could we get onto this Mountain?

A: 8) _____

B: I am taking my son with me. Shall I pay the sightseeing fee for him when arrive at Mt. Laoshan?

A: 9) _____

B: Cool. I'd like to know more about this city. Would you please to send an email to me, telling me more activities and attractions in Qingdao?

A: 10) _____

B: My email address is chandler1982@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Chandler based on the background information about Qingdao and the top attractions (no less than three attractions) with at least 200 words. The subject is Qingdao Travel Guide. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the topic of the email: Qingdao Travel Guide;
- 3) Indicate the basic information of Qingdao, a costal city with beautiful sea view, cultural atmosphere, and rich seafood;
- 4) Indicate at least three attractions of Qingdao and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 30%

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) I want to enjoy the beautiful sea view in Qingdao, Do you have any ecommendations for food?
- 2) What is the best way to try beer in Qingdao?
- 3) What is the most interesting attraction in this tour?
- 4) How could I get onto Mount Laoshan?
- 5) Shall I pay the sightseeing fee for my son?
- 6) Can you send me an email to tell me the activities and attractions in Qingdao?

You can begin like this: Hello, Chandler, according to your inquiry, I'd like to

answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	

	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的地咨询的口述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达 少 于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

21. 试题编号:3-2-6 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询内容进行口头回复。

Background Information

Ancient City Tour in Pingyao

Shanxi is endowed with an abundance of cultural sites from its long history. Most of the ancient structures were built before the Liao and Song Dynasties. So it is the reason why the place is often called the ‘Chinese Ancient Architecture Museum’.

In Shanxi, Pingyao County is 58.4 miles southwest of Taiyuan. It comprises of five towns and nine villages, an area of 486.5 square miles within its jurisdiction. This small county was noted for some magnificent residences in ancient traditional styles rather than any appeal in natural beauty.

The birthplace of the Jin Businessmen (one of the two power houses during the Ming (1368-1644) and Qing (1644-1911) dynasties), it played an important role in the economic development of Shanxi during that period. The first Chinese trading shop was opened there. Then, for the next hundred years, the city was home to almost all of the large trading shops in the country. To a certain extent, the city played a role to China during the eighteenth century what Wall Street is to the US.

Ancient City of Pingyao- The past prosperity of Shanxi lies in Pingyao, while the soul of Pingyao lies in its Old City. Founded during the Western Zhou Dynasty (1046 – 771 BC) and rebuilt in 1370, the Ancient City of Pingyao is nowadays one of China's four best preserved old cities together with Lijiang Old Town, Huizhou Ancient City and Langzhong Ancient City. It has no charming landscape, green mountain or clear waters. What is unique there is the well-preserved ancient city with a grand City Wall, traditional residences, former security guard

companies, time-honored shops, and even the previous government office. Here, you can visit the Ancient City Wall, Ancient Ming-Qing Street and Rishengchang Former Bank and Ancient Government Office and Temple of the City God.

If you want to have a glimpse of the past prosperity of the Pingyao Ancient City, you should not miss the Ancient Ming-Qing Street. Serving as the central axis, it has been the busiest commercial block of the city for hundreds of years. This 450-yard-long street gathers around 80 antique stores, including exchange shops, pawnshops, security guard companies, and other handicraft workshops.

The well-preserved Ancient Government Office to the west of the Ancient Ming-Qing Street is the largest one in China with an area of 31,000 square yards (25,920 square meters). 149 magistrates in the Ming and Qing Dynasties (1368 - 1911) worked and lived there successively.

Located to the east of the Ancient Ming-Qing Street, the Temple of City God is a sacred place for people to pay homage to the City God, God of Wealth, and Kitchen God. Eminent officers and ordinary people who made great contributions to local people are also worshipped here.

Shuanglin Temple and Zhenguo Temple: Outside the Old City, there are two temples worth visiting. One is Shuanglin Temple, which is about four miles (six kilometers) southwest of the city. It is famous for the over 2,000 vivid colored sculptures created during the Yuan, Ming, and Qing Dynasties (1271 – 1911). The other is Zhenguo Temple, with a history of over one thousand years, located 7.5 miles (12 kilometers) northeast of the city. Shuanglin Temple is reputed to be the 'ancient painted sculptures museum'. It houses more than 2,000 colorful sculptures reflecting the exquisite skills of the artisans of the Song, Yuan, Ming and Qing Dynasties. In 1997, it was included in the World Heritage List by UNESCO as an important cultural site of Ping Yao City in 1997.

Qiao Family's Compound: Qiao Family Compound was first built by Qiao Zhiyong's father during the reign of Emperor Qianlong (1711 - 1799) in the Qing Dynasty, and then reconstructed by the financier. During Sino-Japanese War, the whole family fled to escape from the war and left their home. After decades, local

government had the houses repaired. Now the attraction consists of five parts: Zai Zhong Tang, De Xing Tang, Ning Shou Tang, Bao Yuan Tang and a garden. In addition, the compound has been developed into a museum to collect the treasures left by the Qiao family and Shanxi folk cultural relics. Qiao Family Compound takes an area of 10,637 square meters (114,500 sq ft) with totally 6 large courtyards, 20 small courtyards and 313 rooms, including rooms for owners, rooms for customers, rooms for servants, study rooms, kitchens and an ancestral shrine. The whole complex looks like double Chinese characters “Xi (喜)” standing together from a bird-eye view. “Xi” in Chinese means joy and happiness. The complex was built in such a structure to express a good wish. The architecture complex is not only exquisite in carvings and decorations, but also a museum of folk and business customs. Shanxi people have been famous for their intelligence in business and trading since ancient times. Qiao Zhiyong was one of the representatives. The treasures collected in the compound mainly demonstrate the business and living customs of the Qiao family and local Shanxi people, including that about trading, clothing, food, accommodation, transportation, farming, wedding, festivity and etiquettes.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Pingyao and the top attractions with at least 150 words and 10 rounds.

Situation:

Hans, a German guy who is studying Chinese in Datong, wants to have a tour around Pingyao for two days. He makes a call to Affinity International Travel Agency for more information about attractions in Pingyao.

You, Liu Li, a travel consultant of Affinity International Travel Agency, are answering the call from Hans. You are patient to answer his questions and help him make a final decision where to visit. Your email address: aitaliuli@gmail.com.

A: You, Liu Li, a travel consultant of Affinity International Travel Agency

B: Hans, a Germany who has strong interest in the ancient cities in China

The following should be included in the conversation:

- 1) Greet politely and ask what you can do;
- 2) Ask for the place Hans stays in now;
- 3) Recommend Pingyao Ancient City and Qiao Family's Compound;
- 4) Briefly introduce the scenic spots in Pingyao Ancient City;
- 5) Briefly introduce the features of Qiao Family's Compound;
- 6) Indicate that Hans can do shopping at Ancient Ming-Qing Street;
- 7) Indicate that there are temples near Pingyao Ancient City;
- 8) Indicate that Hans can understand the business culture of Shanxi;
- 9) Ask for the email address;
- 10) Inform the time to send the email and ask what else you can do.

The conversation goes like this:

A: 1) _____

B: Hello, this is Hans. I am impressed in the ancient cities of Shanxi. Do you have any suggestions?

A: 2) _____

B: I'm studying Chinese in Datong.

A: 3) _____

B: What can I do in Pingyao Ancient City?

A: 4) _____

B: How about Qiao Family's Compound?

A: 5) _____

B: Is there any chance for me to buy some souvenirs?

A: 6) _____

B: Great! Can I have more knowledge about the religion in Pingyao Ancient City?

A: 7) _____

B: What are the culture elements that I can enjoy at these two attractions?

A: 8) _____

B: Ok. I'm pretty interested in the tour. Would you send me an email to show me more details?

A: 9) _____

B: My email address is hansmuniche@gmail.com

A: 10) _____

B: Nothing for now. Thank you so much, Miss Liu.

A: It's my pleasure, sir.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Hans based on the background information about Pingyao and the top attractions (no less than three attractions) with at least 200 words. The subject is ancient city tour in Pingyao. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the subject of the email;
- 3) Indicate the basic information of Pingyao, such as location, area, history and so on;
- 4) Indicate the main scenic spots and activities of Pingyao Ancient City and Qiao Family's Compound.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) What is your suggestion if I want to appreciate the ancient cities of Shanxi?
- 2) What activities are included when traveling in Pingyao Ancient City?
- 3) What activities are included at Qiao Family's Compound?
- 4) Can I buy some souvenirs?
- 5) Can I know something about the religion in Pingyao Ancient City?
- 6) What culture elements can I enjoy there?
- 7) Can you send me an email to tell me the activities and attractions in this tour?

You can begin like this: Hello, Hans, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通	

要求 20%			技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作 规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能 要求 80%	对目的 地咨询 的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的 地景点 咨询的 邮件回 复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的 地咨询 的口述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达少于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

22. 试题编号:3-2-7 目的地咨询

(1) 任务描述

根据背景信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询的内容进行口头陈述。

Background Information

Top Things to Do in Zhangjiajie

Zhangjiajie features a variety of different terrains including: mountainous regions, upland areas, plains, and Karst rock areas. Among these, the mountains cover 76 percent of the total area. The world-famous natural heritage site 'Wulingyuan Scenic Area' is located on the base of these great mountains. Areas worth visiting include Zhangjiajie National Forest Park (known as China's first national forest park), Suoxiyu Nature Reserve, and Tianzi Mountain Nature Reserve. The scenic area hosts many natural features including: mountains, forests, caves, lakes and waterfalls and perhaps there are more than three thousand rock ridges and eight hundred beautiful rivers. They enjoy the reputation of 'Original Picture on Mountain and River of China'. This wonderland is covered with dense forests and is considered Mother Nature's Oxygen Bar.

Zhangjiajie National Forest Park. The park is endowed with many attraction spots, such as the Yellow Stone Stronghold (Huangshizhai), Yaozizhai, Yuanjiajie and the Golden Whip Stream. Zhangjiajie National Forest Park, set up in 1982, is the first authorized national forest park in China. The area covers 480 thousand square meters (185 square miles). This park, together with Suoxi Valley Nature Reserve, Tianzi Mountain Nature Reserve and Yangjiajie Scenic Area makes up the Wulingyuan Scenic and Historic Interest Area, also known as Zhangjiajie Scenic Spot. Zhangjiajie National Forest Park has been described differently, such as, majestic, eccentric, tranquil, delicate and wild. The park features grotesque peaks, lucid brooks, abundant fauna and floras and hospitable climate. There are six main attraction spots and over 90 smaller ones in the park to date.

Zhangjiajie Grand Canyon. In Zhangjiajie Grand Canyon, the plunging waterfalls, the dense trees, the fresh air, and the mist on the stream make you feel like you are in an otherworldly sort of place. A spring meanders in the canyon, along

which are trails built with planks. On the way, you can see the longest and highest glass bridge in the world as well as the karst landform in the north temperate zone. You have to walk for over two hours to visit the Zhangjiajie Grand Canyon, so remember to wear sports shoes and bring some food. You are recommended to start at the top of the canyon and move downhill, the following attractions coming into view successively.

Zhangjiajie Glass Bridge, Zhangjiajie Glass Bridge is the world's longest and highest glass bridge, hanging over Zhangjiajie Grand Canyon. Looking from a distance, it looks like a piece of white silk floating between the clouds and fog, hence it is also called Yuntiandu, meaning "a way of clouds to the sky". Standing on it, if dare to, you can have a bird's eye view of the Grand Canyon.

Suoxi Valley Nature Reserve. The Suoxi Valley Nature Reserve is situated in the northeast section of the Wulingyuan Scenic and Historic Interest Area of Zhangjiajie in Hunan Province. Suoxi Valley, or Suoxiyu in Chinese, means a "foggy mountain village" in the local Tujia language, and refers to the distinctive climatic feature of the scenic area. Additionally, China's largest karst cave is located here as well as a lake among the narrow gorges, and the rolling mountains of different shapes. Here are the most attractive spots.

Baofeng Lake. Baofeng Lake is a large body of water in Suoxi Valley Nature Reserve of Zhangjiajie. This is quite rare in the mountainous area and the lake is the only water themed scenic spot in Zhangjiajie. After visiting a variety of mountains and valleys, the clear water brings visitors different feelings. Baofeng Lake is surrounded by mountains with many waterfalls pouring down. In addition to appreciating the clear lake, climbing the mountain surrounding the lake is also a nice thing to do.

Yellow Dragon Cave. Yellow Dragon Cave, also known as Huanglongdong in Chinese, is a typical karst cave in the east of Suoxi Valley Nature Reserve in Zhangjiajie. It has a total area of 100,000 square meters (120,000 square yards), a total length of 7,640 meters (8355 yards) with a maximum vertical height of 140 meters (150 yards). Huanglongdong has four floors containing a reservoir, two underground rivers, three underground waterfalls, four pools, thirteen halls and ninety-six entryways to the inside. Xiangshui River - An Underground River in 2F of Yellow Dragon Cave. It has a total length of 2,820 meters (3084 yards), an average water depth of 6 meters (6.6 yards), a maximum depth of 12 meters (13 yards), and a water temperature of around 16°C (61°F) all year round. It is an ideal living environment for the rare animal giant salamander in China. Labyrinth - Essence of Yellow Dragon Cave, located on the first floor, Labyrinth with an area of around 1,600 square meters (1,900 square yards) has many types of stalactites in the cave. The stalactites, stalagmites, stone columns, helictites, stone flowers, peatlites, madrepores in the cave are exquisite. In addition, there are sonorant stones, underground waterfalls, and even hills in the cave. Tianxian Waterfall, Tianxian

Waterfall was formed by the three largest springs in Huanglong Cave. The waterfalls fall from a 30-meter-high (33 yards) honeycomb-shaped grotto and form a beautiful waterfall spectacle.

Tianzi Mountain. Tianzi Mountain provides stunning views of peaks, which rise one after another. It is known as 'the Monarch of the Peak Forest'. At the top of the mountain, visitors can see the full extent of the Wulingyuan Scenic Area. Beautiful scenes of the mountain greet visitors in different seasons. There are four wonders: the Sea of Clouds, the Radiance of the Moonlight, Rays of Sunshine and the Snow in winter.

Source from: <https://www.travelchinaguide.com/cityguides/Zhangjiajie.htm>

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Zhangjiajie and the top attractions with at least 150 words and 10 rounds.

Situation:

John, a foreigner from Italy, is having trip in Zhangjiajie. He wants to have a tour in Zhangjiajie for one day. He makes a call to Chinese International Travel Service for more information about attractions in Zhangjiajie.

You, Lu Li, a travel consultant of Chinese International Travel Service, are answering the call from John. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tntluli@gmail.com.

A: You, Lu Li, a travel consultant of Chinese International Travel Service Company.

B: John, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

- 1) Show appreciation for making an inquiring and ask what kind of places he wants to visit in Zhangjiajie;
- 2) Recommend Zhangjiajie National Forest Park;
- 3) Further introduce Zhangjiajie National Forest Park;
- 4) Further explain the scenic spots during visiting;
- 5) Indicate it's a good opportunity to appreciate the karst landscape;
- 6) Recommend Yellow Dragon Cave;
- 7) Further introduce the activities for the tour in Yellow Dragon Cave;
- 8) Indicate that Yellow Dragon Cave is a typical karst cave in the east of Suoxi Valley

Nature Reserve in Zhangjiajie;

9) Recommend the most representative local food;

10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Chinese International Travel Service Company. What can I do for you?

B: This is John. I am a Italian, and I arrived in Zhangjiajie today. I'd like to travel in Zhangjiajie tomorrow.

A: 1) _____

B: Something different from city travel. I am interested in the natural beauty of Zhangjiajie and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's great. I love it. It must be a different experience to travel by the landscapes..

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Yellow Dragon Cave?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: It sounds great. I'd like to know more about the Yellow Dragon Cave. Would you

like to send emails to me, telling me what activities and attractions in Yellow Dragon Cave?

A: 10) _____

B: My email address is john1995@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to John based on the background information about Zhangjiajie and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Zhangjiajie. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Zhangjiajie, a city with natural beauty, including its location, the history and so on;
- 3) Indicate at least three attractions of Zhangjiajie and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Zhangjiajie?
- 2) What is the best transportation to take ? How long to get there? How much is the cost ? Give a brief introduction.
- 3) What can I see there? Any suggestion ?

4) Recommend Zhangjiajie National Forest Park, and introduce it briefly.
You can begin like this: Hello. John, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	

	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的地咨询的口述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达 少 于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

23. 试题编号:3-2-8 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询内容进行口头回复。

Background Information

Top Things to Do in Guiyang

The city is renowned for its colorful culture, represented by various ethnic groups and its special landform - Karst. Guiyang is home to more than 30 minority ethnic groups including, Miao, Buyi, Dong and Hui. Consequently, it abounds with unique folk culture and traditions that give rise to colorful ethnic minority activities. With many Karst caves, the city is even regarded as an ecological model on Karst Landform.

Jiaxiu Tower. Jiaxiu Tower, situated in downtown Guiyang in Guizhou Province, is a grand wooden tower built on a huge turtle-shaped rock on Nanming River. Initially built in the Ming Dynasty (1368 - 1644), the tower has been renovated for six times. It used to be one of Eight Great Sights in Guiyang. Now regarded as a landmark and a cultural symbol of Guiyang, it should certainly be included in your plan. After getting off the bus and beginning your visit, you will encounter three structures one by one. They are Fuyu Bridge, Jiaxiu Tower and Cuiwei Garden.

Qingyan Ancient Town. Walking inside the inner town, visitors will surely marvel at the ancient architecture here. There are over 30 types including monasteries, temples, cabinets, caves, courtyards and palaces. All of them were delicately designed by the skillful architects of the Ming and Qing Dynasties. A number of exquisite articles, such as the stone sculptures of Ciyun Temple and wooden sculptures of Shoufo Temple are all worth a look. You can visit the ancient business streets to admire the elegant classical wooden houses. If you like, stop at one of those tea houses and have a taste of the famous local snacks, such as Qingyan tofu, rice tofu and rose sugar.

Hongfeng Lake Scenic Area (Red Maple Lake). The Hongfeng Lake Scenic Area contains interesting examples of village architecture, including a Miao traditional house (DiaoJiaolou), a Bouyei flagstone house and a Dong drum tower which has a roofed bridge. The drum tower can be reached by boat to enjoy a panoramic view of the Hongfeng Lake. The minority ethnic villages on the shores of the lake are unique. In accordance with village custom, visitors can be assured of a warm welcome-to the extent that they may be reluctant to leave.

Huangguoshu Waterfall. Huangguoshu Waterfall, a milky way in miniature, is the largest waterfall in Asia. Seventy-four meters (243 feet) high and eighty-one meters (266 feet) wide, it is a scenic marvel in Anshun. Do not miss it if you are in Guizhou Province. Known as the Huangguoshu Waterfall National Park, it is 45 kilometers (28 miles) southwest of Anshun city in Guizhou Province. Together with minor waterfalls, the charms of Huangguoshu Waterfall are a natural tourist drawing card. Hospitable ethnic groups add the human touch.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Guiyang and the top attractions with at least 150 words and 10 rounds.

Situation:

Smith, a foreigner from France, is having a business trip in Guiyang. He arrived in Guiyang just now, and wants to have a tour in Guiyang for one day. He makes a call to Guiyang International Travel Service Co., Ltd., China. for more information about attractions in Guiyang.

You, Li Hua, a travel consultant of Guiyang International Travel Service Co., Ltd. ,China, are answering the call from Smith. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tctli Hua@gmail.com.

A: You, Li Hua, a travel consultant of Guiyang International Travel Service Co. Ltd. , China

B: Smith, a foreigner, who has strong interest in the scenery of Guiyang.

The following should be included in the conversation:

- 1) Give response and show appreciation for making an inquiring;
- 2) 2) Ask what kind of places he wants to visit in Guyang;
- 3) 3) Recommend Huangguoshu Waterfall;
- 4) Further introduce Huangguoshu Waterfall;
- 5) Indicate it's a good opportunity to share beautiful scenery in the world;
- 6) Recommend **Jiaxiu Tower**.
- 7) Indicate the location of **Jiaxiu Tower**.
- 8) Further introduce the activities for the tour in **Jiaxiu Tower**;
- 9) Recommend the most representative local food;
- 10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Guiyang International Travel Service Co., Ltd.. What can I do for

you?

B: This is Smith. I am a French and I arrived in Guiyang today. I'd like to travel in Guiyang tomorrow.

A: 1) _____

B: Something different from city travel. I am interested in the natural beauty of Guiyang and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel in Huangguoshu Waterfall.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in **Jiaxiu Tower**?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: It sounds great. I'd like to know more about Huangguoshu Waterfal. Would you like to send emails to me, telling me what activities and attractions in Guiyang?

A: 10) _____

B: My email address is smith1995@Gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Smith based on the background information about Guiyang and the top

attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Guiyang. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the basic information of Guiyang, a city with natural beauty, including its location, the history and so on.
- 3) Indicate at least three attractions of Guiyang and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Guiyang?
- 2) What is the best transportation to take ? How long to get there? How much is the cost ?
- 3) What can I see there? Any suggestion ?
- 4) Recommend the transportation to **Jiaxiu Tower**, introduce it briefly.

You can begin like this: Hello. Smith, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑; 面试教室一台电脑, 一台投影仪,

	一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	

		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的地咨询的口述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

24. 试题编号:3-2-9 目的地咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询,根据客户喜好推荐景点,完成回复咨询的完整对话。根据客户要求,通过 email 告知客户更多目的地景点情况,最后针对客户咨询的内容进行口头回复。

Background Information

Top Things to Do in Xiamen

Xiamen is a national comprehensive reform pilot zone, a national logistics hub, a southeast international shipping center, a free trade pilot zone, a national marine economic development demonstration zone, a cross-strait cooperation demonstration zone for emerging industries and modern service industries, a cross-strait regional financial service center and a cross-strait trade center as of 2018, Xiamen's comprehensive credit index ranked second in 36 provincial capitals and sub provincial cities, business environment ranked first in sub provincial cities, foreign trade competitiveness ranked fifth in China, and container throughput of Xiamen Port ranked 14th in the world.

In 2018, Xiamen was reconfirmed as a national health city (District). In 2020, Xiamen was named as the national ecological garden city by the Ministry of housing and urban rural development, and was awarded the "national model city of double support" by the national leading group office. It was selected by the Central Committee of the rule of law as the first batch of national government construction demonstration areas and projects.

Gulangyu Island. Gulangyu Island. One of the must-see places in Xiamen is Gulangyu Island, located in the southwest corner of Xiamen Island and faces the downtown across the sea. It was listed in the World Heritages in 2017. There collect various buildings mixing Chinese and Western architectural styles, variety of shops and a number of gardens and museums. Climb the Sunlight Rock to see the sunrise or sunset and overlook the whole island; admire the rockery and sea hidden in Shuzhuang Garden; enjoy the music in Piano Museum and Organ Museum; tour the Haoyue Garden with the architectural style of the Ming Dynasty (1368 - 1644) ... these are top things to do in Xiamen. In addition, have a drink or taste in some romantic shops, such as the milk tea in Zhang Sanfeng and pies in Miss Zhao's Shop. Seafood is a highlight in Xiamen, such as oyster omelets and fish balls. Book a sea view room if your budget allows. As the sea wind blowing, your tiredness and anxiety will be gone.

Return to School Time in Xiamen University. Xiamen University was founded in 1921 by Chen Jiageng, a famous patriotic overseas Chinese leader. It was built beside the mountain and near the sea, and contains many unique buildings combining Chinese and western architectural cultures, making it one of the most beautiful universities in China. One must-do in Xiamen is to see the interesting doodles painted by students on the walls of Furong Tunnel inside the campus. You can also have a romantic sight with your partner along the beautiful Furong Lake or in the Valley of Love.

Zengcuoan Village. One of the top things to do in Xiamen is to visit Zengcuoan Village, which used to be a fish village but now the hottest innovative cultural village. Deep and serene alleys, red bricks and old houses present its primitive simplicity. Almost every lane is full of souvenir stores and snack bars, serving delicacies such as thick toast, Taiwanese sausage with sticky rice, satay noodles, varied sub-tropical fruits and fresh seafood. Different home stays gather there, including the traditional yards, the single-family villas with Baroque style, ancient local houses and lively youth hostels. You can go to the seaside watching the sunrise with your beloved, listen to folk songs in the bars at night, or write a letter and send it to the person you miss.

South Putuo Temple. Located at the foot of Wulao Peak, South Putuo Temple is deemed to be the most renowned Buddhist temple in Xiamen. In the Hall of Heavenly King, you can worship the smiling Maitreya for more good luck and wealth. The Great Buddha's Hall houses the Three Saints of the West and the Avalokitesvara was enshrined in Great Mercy Hall. You can also see Eighteen Arhats on both sides and various Buddhist cultural relics stored in the Depositary of Buddhist Texts. One of the top things to do in Xiamen is to taste the vegetarian food in Puzhao Building. Don't forget to buy vegetarian cakes, which is a famous specialty of Xiamen.

Fujian Tulou. Fujian Tulou, a kind of earth towers with a history of over 1,000 years, is a group of residential buildings in mountain villages and rich in the Hakkas traditional culture. Having a Tulou tour is one of the best things to do around Xiamen. Most Tulous are distributed in Nanjing and Yongding Counties, about 155 km (96 mi) from Xiamen. In Yongding, you can see various shapes of earthen buildings, round, square, five-angle and octagonal. There exists 360 round buildings and more than 4,000 square buildings, which is just like a grand Hakkas dwellings museum. A collection of the tallest, largest, smallest, strangest and best-protected earth towers in Nanjing will also make you unforgettable.

Yunshuiyao Ancient Town. The most striking things in Yunshuiyao Ancient Town are various Tulou buildings dotted at the foot of the mountain, on the field and near the river. The gurgling Changjiao River winds through the village quietly and slowly. On its bank, a group of 13 centuries-old Banyan trees are pretty spectacular. One of which covers an area of 1,933 square meters. It requires over 10 adults to hug the bottom of the trunk, making it the largest Banyan tree found in Fujian Province.

One fun thing to do in the morning is to stroll in the ancient paths and perhaps you will see the original appearance of the village.

Xiamen local specialty food. Xiamen cuisine is the main representative of Fujian cuisine which is famous throughout China. The local specialty foods are prawns, crabs, Vegetable Dishes, Noodles with Satay Sauce, Ginger duck, etc..

Source from: <https://www.travelchinaguide.com/cityguides/Xiamen.htm>

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Xiamen and the top attractions with at least 150 words and 10 rounds.

Situation:

Smith, a foreigner from France, is having business trip in Xiamen. He wants to have a city tour in Xiamen for one day. He makes a call to Xiamen Jianfa International Travel Agency Co. Ltd. for more information about attractions in Xiamen.

You, Li Ying, a travel consultant of Xiamen Jianfa International Travel Agency Co. Ltd., are answering the call from Smith. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tdtliying@gmail.com.

A: You, Li Ying, a travel consultant of Xiamen Jianfa International Travel Agency Co. Ltd..

B: Smith, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

- 1) Show appreciation for making an inquiring and ask what kind of places he wants to visit in Xiamen;
- 2) 2) Recommend Gulangyu Island;
- 3) 3) Further introduce Gulangyu Island;
- 4) 4) Further explain the scenic spots during visiting;
- 5) 5) Indicate it's a good opportunity to appreciate the beautiful landscape;
- 6) 6) Recommend Zengcuoan Village;
- 7) 7) Further introduce the activities for the tour in Zengcuoan Village;
- 8) 8) Indicate that Zengcuoan Village is worth visiting;
- 9) Recommend the most representative local food;
- 10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Xiamen Jianfa International Travel Agency Co. Ltd.. What can I do for you?

B: This is Smith. I am a French and I arrived in Xiamen today. I'd like to travel in Xiamen tomorrow.

A: 1) _____

B: Something different from city travel. I am interested in the natural beauty of Xiamen and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel in Xiamen.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Zengcuoan Village ?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: Sounds great. I'd like to know more about the village. Would you like to send emails to me, telling me what activities and attractions in Zengcuoan Village?

A: 10) _____

B: My email address is Smith1995@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Smith based on the background information about Xiamen and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Xiamen. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Xiamen, a city with natural beauty, including its location, the history and so on;
- 3) Indicate at least three attractions of Xiamen and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Xiamen?
- 2) What is the best transportation to take ? How long to get there? How much is the cost ? Give a brief introduction.
- 3) What can I see there? Any suggestion ?
- 4) Recommend Gulangyu Island, and introduce it briefly.

You can begin like this: Hello. Smith, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

（3）考核时量

考核时间：90 分钟

（3）评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项目计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，	

	邮 件 回 复 32 分		条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	计 0 分。
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。 缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语 错一处扣 0.5 分。	
	对 目 的 地 咨 询 的 口 述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处 扣 0.5 分。	口 头 表 达少于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺， 条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

25. 试题编号:3-2-10 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询的内容进行口头回复。

Background Information

Top Things to Do in Chengdu

Chengdu is a famous historical and cultural city in south-western China, owning two world heritage sites: the world natural heritage of Sichuan Giant Panda Sanctuaries is the no. 1 attraction of Chengdu, while the world cultural heritage of Dujiangyan and Mount Qingcheng is a must-see near the downtown.

Most tourists would like to stay in Chengdu for a few days, to explore the popular tourist spots in the downtown area, including the must-go Panda Base, the Wuhou Temple in memory of Zhuge Liang, the Thatched Cottage of Du Fu (an ancient poet), the Taoist site Qingyang Palace, the Buddhist shrine Wenshu Monastery, and the 3,000-year-old Jinsha Site.

Close Contact with Pandas. There is no doubt that the top thing to do in Chengdu is to visit a panda sanctuary to view the cute pandas. The Research Base of Giant Panda Breeding is the one of the best places to see pandas in Chengdu. There are a lot of pandas in the base. You can watch these cute national treasures at close range in all stages of growth from babies to adults. In fact, the cubs are like small pink mice when they are first born and weigh only about 100g. That's only about 1/1000 the weight of the mother'. It is the largest difference in weight between a mother and cub in the animal kingdom. Besides the Base in Chengdu, the Dujiangyan Panda Base is also a good choice. You can even have an opportunity to be a volunteer there to have a closer experience with pandas, which is really one of unusual things to do in Chengdu.

Hotpot or Chuanchuan. Speaking of top things to do in Chengdu, hotpot is a must-try, especially for foodies favoring hot and spicy food. Generally, people sit around the table, add various meats and vegetables to the hotpot and enjoy a good time together. Besides that, there is a special Chuanchuan Hotpot that is very popular among local people. The biggest difference between Chuanchuan and traditional hotpot is that Chuanchuan features foods stuck on skewers and boiled in the hotpot. In

general, both the traditional hotpot and Chuanchuan are the top things you can't miss in Chengdu.

Tasting Sichuan Cuisine. As one of Eight Cuisines of China, Sichuan Cuisine has developed over a long period of time and has a great reputation at home and abroad. Tasting authentic Sichuan Cuisine is definitely one of the top things to do in Chengdu. It is famous for its spicy, hot flavor. For those who are addicted to spicy food, Chengdu will be a paradise. Ma Po Tofu, Kung Pao Chicken and Sliced Beef in Hot Chili Oil are popular dishes. However, after eating spicy food, some fresh fruit or yogurt will make your stomach more comfortable.

Wuhou Temple. Wuhou Temple is also known as Wu Hou Shrine Temple of Marquis. It was built to commemorate Zhuge Liang who was the Marquis Wu of the Kingdom of Shu during the Three Kingdoms Period (220 - 280). Zhuge Liang is an extremely intelligent legendary character. He was very loyal to his emperor Liu Bei and devoted himself to the Kingdom of Shu. This is a must-see place in Chengdu and, through the visit, you can learn more about the Three Kingdoms Period and the past of the city. The temple is adjacent to Jinli Street so that you can easily go sightseeing in both places. Wuhou Temple, also known as Wuhou Shrine Temple of Marquis, is dedicated to Zhuge Liang, the Marquis Wu (Wuhou) of the Kingdom of Shu in the Three Kingdoms Period (220 - 280). Zhuge Liang was an excellent politician, militarist, diplomat and astronomer. In addition, the Temple of Liu Bei, the emperor of Shuhan, and his mausoleum are well-known historical sites inside this big scenic spot.

Experience Teahouse Culture. Chengdu is a good place for leisure and the local people have a positive attitude towards life. They love life and enjoy the present moment. Experiencing the local leisure lifestyle in a teahouse is what you must do in Chengdu. The People's Park and Wangjiang Pavilion Park are the best places to enjoy leisure time. You can savor a cup of tea like a local and chat with people in the warm sunlight.

Jinsha Site Museum. The Jinsha Site is located in the west of Chengdu and dates back to the Shang and Zhou Dynasties (17th century BC-256 BC). The museum consists of an exhibition hall, monuments hall, Jinsha theatre and other buildings. The cultural relics include gold, bronze and stone tools unearthed from the Jinsha Site. Through these artifacts, you can understand something about the civilization of ancient Chengdu. The most famous exhibit is the Gold Foil of Sun and Immortal Bird, which has become the main pattern on the city logo of Chengdu. Jinsha Site Museum has the world's most concentrated ancient ivory among its kind in the same period. Unearthed ivories include complete ivories, cut ivories, ivory segments, ivory pieces, ivories in shape of strip, bean or bead and so on. In addition, there are a small number of elephant skulls and molars. After specific identification, these ivories are considered to be local Asian elephants'.

Source from:

<https://www.travelchinaguide.com/cityguides/Chengdu.htm>

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Chengdu and the top attractions with at least 150 words and 10 rounds.

Situation:

Jean, a foreigner from France, is having a business trip in Chengdu. He wants to have a tour in Chengdu for one day. He makes a call to Sichuan Kanghui Tourism for more information about attractions in Chengdu.

You, Lu Li, a travel consultant of Sichuan Kanghui Tourism, are answering the call from Jean. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tctluli@gmail.com.

A: You, Lu Li, a travel consultant of Sichuan Kanghui Tourism.

B: Jean, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

- 1) Show appreciation for making an inquiring and ask what kind of places he wants to visit in Chengdu;
- 2) Recommend the Base of Giant Panda Breeding;
- 3) Further introduce the Base of Giant Panda Breeding;
- 4) Further explain the scenic spots during visiting;
- 5) Indicate it's a good opportunity to appreciate the landscape;
- 6) Recommend Jinsha Site Museum;
- 7) Further give a introduction to the activities for tourists when they are in Jinsha Site Museum;
- 8) Indicate that Jinsha Site Museum is worth visiting ;
- 9) Recommend the most representative local food;
- 10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Sichuan Kanghui Tourism. What can I do for you?

B: This is Jean. I am a French and I arrived in Chengdu today. I'd like to travel in Chengdu tomorrow.

A: 1) _____

B: Something different from city travel. I am interested in the natural beauty of Chengdu and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I like it. It must be a different experience to travel in the Base of Giant Panda Breeding.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Jinsha Site Museum?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: Sounds great. I'd like to know more about the food. Would you like to send emails to me, telling me what activities and attractions in Chengdu?

A: 10) _____

B: My email address is jean1995@Gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Jean based on the background information about Chengdu and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Chengdu. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Chengdu, a city with natural beauty, including its location, the history and so on;
- 3) Indicate at least three attractions of Chengdu and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Chengdu?
- 2) What is the best transportation to take ? How long to get there? How much is the cost ? Give a brief introduction.
- 3) What can I see there? Any suggestion ?
- 4) Recommend Wuhou Temple, and introduce it briefly.

You can begin like this: Hello. Jean, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑; 面试教室一台电脑, 一台投影仪, 一支激光笔, 若干座椅
软件	Office 办公软件, PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	

	对目的地咨询的口述 24分	8	语音语调基本正确，声音洪亮计5分，语音不准确，一处扣0.5分。	口头表达少于2句，本项目计0分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计8分，信息点缺失，每处扣1分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计8分;单词、句型使用错误，每处扣0.5分。	

26. 试题编号:3-2-11 目的地咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询,根据客户喜好推荐景点,完成咨询回复。根据客户要求,通过 email 告知客户更多目的地景点情况,最后针对客户咨询内容进行口头回复。

Background Information

Top Things to Do in Hangzhou

Hangzhou is the capital of Zhejiang Province and the local political, economic and cultural center. As the southern terminus of the Grand Canal, the city is located on the lower reaches of the Qiantang River in southeast China, a superior position in the Yangtze Delta and only 112 mi (180 km) from Shanghai. The subtropical monsoon climate contributes to varied seasonal scenery, making Hangzhou one of China's most popular travel destinations all the year round.

Romantic Cruise on West Lake. The West Lake is undoubtedly a representative of Hangzhou's beauty. It was named a UNESCO World Cultural Heritage Site in 2011 and described reflecting "an idealized fusion between human and nature". Especially, the Ten Scenes of West Lake such as Dawn on the Su Causeway in Spring, Wine-making Yard and Lotus Pool in Summer, Moon over the Peaceful Lake in Autumn, Remnant Snow on the Bridge in Winter are essence of the Lake. Boating on the Lake, the trees on the bank flutter with wind and you can immerse yourself in the natural landscape to enjoy your leisure, which could be the best thing to do in Hangzhou.

Leifeng Pagoda & Legend of the White Snake. The Leifeng Pagoda on the south bank of the West Lake is one of the best places to visit in Hangzhou, because of the romantic folk legend of the White Snake. Once upon a time, a white snake spirit Bai Suzhen encountered a young scholar Xuxian on the West Lake and then fell in love with him. However, an evil monk Fahai separated the couple and imprisoned the White Snake in the Leifeng Pagoda. Years later, the son of the couple got the Scholar and prayed for the god to release his mother. The god was touched by him and finally the family reunited. Today, you can appreciate some cultural relics in the Pagoda, such as the large woodcarving murals "White Snake" and some poems on the mural. Climbing up the Pagoda, you can enjoy a full view of the West Lake, which is pretty beautiful. In addition, Leifeng Pagoda in the Sunset is one of the Ten Scenes of West Lake.

Visit Lingyin Temple. Visiting ancient Lingyin Temple and experience the Buddhism culture can be one of the top 10 things to do in Hangzhou. Lingyin Temple

is one of the most famous and oldest Buddhist temples in China. About 1,700 years' history made the ancient temple a treasury of exquisite cultural relics in different dynasties. For example, the plaque of the hall was written by Emperor Kangxi in the Qing Dynasty (1644 - 1911) and in the Great Buddha's Hall stands the largest wooden statue of Buddha Sakyamuni. Some other Buddhism relics are also well reserved in the temple. What's more, there are hundreds of Buddhist grottoes on the Peak Flown From Afar near the temple.

Three Signature Dishes of Hangzhou. Relishing the local cuisine is one of the most interesting things to do in Hangzhou. Referring to China's Eight Regional Cuisines, you can't forget Zhejiang Cuisine, which is famous for its light taste and rich cultural characteristics. Hangzhou is home to Zhejiang Cuisine and the representatives you cannot miss include West Lake Fish in Vinegar Gravy, Fried Shrimps with Longjing Tea, and Braised Dongpo Pork. It is amazing to taste the dishes and explore the legendary stories behind them.

Try Longjing Tea in Meijiawu Village. Meijiawu Tea Plantation, also named Meijiawu Tea Cultural Village, is one of the producing areas of Longjing Tea. The village is surrounded by green mountains and far away from the noisy urban area. Tasting the best Longjing Tea, wandering around lush tea trees and enjoying the fragrance of tea leaves could be one of the top things to do in Hangzhou. What's more, if come in spring, you can even have a chance to experience the process of tea picking and tea making. However, remember to avoid the Qingming Festival travel peak in early April and you'll enjoy a better leisure time.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Hangzhou and the top attractions with at least 150 words and 10 rounds.

Situation:

Smith, a foreigner from France, is on business in Hangzhou. He wants to have a city tour in Hangzhou for one day. He makes a call to Top China Travel for more information about attractions in Hangzhou.

You, Liu Li, a travel consultant of Top China Travel, are answering the call from Smith. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tctliuli@gmail.com.

A: You, Liu Li, a travel consultant of Top China Travel.

B: Smith, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

1) Show appreciation for making an inquiring and ask what kind of places he wants to

visit in Hangzhou;

2) Recommend West Lake;

3) Further explain the scenic spots of the West Lake;

4) Indicate it's a good opportunity to appreciate the beautiful landscape;

5) Recommend Meijiawu Tea Plantation;

6) Further introduce the activities for tourists when they are in Meijiawu Tea plantation;

7) Indicate that Meijiawu Tea Plantation is worth visiting;

8) Recommend the most representative local food;

9) Ask about the e-mail address;

10) Give a positive answer, and promise to do it afterwards.

The conversation goes like this:

A: Hello, this is Top China Travel. What can I do for you?

B: This is Smith. I am a French and I arrived in Hangzhou today. I'd like to travel in Hangzhou tomorrow.

A: 1) _____

B: Something different from city travel. I am interested in the natural beauty of Hangzhou and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel in West Lake.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Meijiawu Tea Plantation ?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: It sounds great. I'd like to know more about Meijiawu Tea Plantation. Would you like to send emails to me, telling me what activities and attractions in Meijiawu Tea Plantation?

A: 10) _____

B: My email address is Smith1995@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Smith based on the background information about Hangzhou and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Hangzhou. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Hangzhou, a city with natural beauty, including its location, the history and so on;
- 3) Indicate at least three attractions of Hangzhou and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Hangzhou?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend Meijiawu Tea Plantation, and introduce it briefly.

You can begin like this: Hello. Smith, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技	对目的	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣	字数少

能 要 求 80%	地 咨 询 的 回 复 24 分		1 分。	于 50 词， 本 项 目 计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对 目 的 地 景 点 咨 询 的 邮 件 回 复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字 数 少 于 50 词， 本 项 目 计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对 目 的 地 咨 询 的 口 述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口 头 表 达少于 2 句，本项 目 计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	

27. 试题编号:3-2-12 目的地咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询,根据客户喜好推荐景点,完成回复咨询的完整对话。根据客户要求,通过 email 告知客户更多目的地景点情况,最后针对客户咨询的内容进行口头回复。

Background Information

Top Things to Do in Shanghai

Shanghai, as the largest city in China, has the reputation of “the Paris of the East”. It is not only an economic center but also a famous cultural city with a deep modern urban culture and numerous historical sites. If you want to know about the modern China, Shanghai is a must-see place you need to visit. So what are the top things to do in Shanghai? Where are the most interesting places to visit? Let’s have a look!

Exotic Building Clusters on the Bund. The Bund of Shanghai is located along the Huangpu River, with a total length of about 1.5 km (0.9 mile) from the Waibaidu Bridge to Nanpu Bridge, which is the most symbolic scenic spot of the city. The Exotic Building Clusters consists of 52 classical buildings of different architecture styles including Gothic, Baroque, Romanesque, Classicism and the Renaissance. These buildings were not from the same designer nor built in the same period, but they do have a unique harmonious beauty. One of the best things to do in Shanghai is to visit these resplendent buildings. You can experience the various art of architecture meanwhile knowing about China in modern times.

Night Cruise along Huangpu River. After seeing the Exotic Building Clusters, cruising along the Huangpu River can be a romantic thing to do in Shanghai at night. In the twilight, the neon lights shine on both sides and reflect each other, traveling on the Huangpu River by ship will give you a profound impression. On the east side, you can see modern skyscrapers. On the west side, you can appreciate the splendid Exotic Building Cluster in the distance. That will be a really unforgettable experience.

Overlooking the City from Shanghai Tower. In Pudong new area, stands the tallest building in China and the second tallest of the world, Shanghai Tower. The total height of the building is 632 meters (2,074 feet). The appearance of the building is spirally upward, symbolizing the shape of Chinese dragon. Standing on the 118-story sightseeing hall, you can have a close look at the Oriental Pearl Tower, Jin

Mao Tower and the World Financial Center while overlooking the whole city. Thus you can understand why it lists on the top 10 things to do in Shanghai.

Have Fun in Shanghai Disneyland. Having fun in the Disneyland must be the best thing to do in Shanghai with kids. This is the first Disneyland Park on China's mainland, which is located in Pudong new area. Here you can experience many "firsts" of the Disneyland including the largest Disney castle, the first pirate theme park and the longest Disney parade route. No matter, children and adults can find the joy in this magic kingdom. In addition, it is recommended to avoid peak hours such as holidays and weekends. If you can only go in these times, probably you will need to join long queues.

Shopping in Nanjing Road. Another must thing to do in Shanghai is shopping in Nanjing Road. From the West Yan'an Road in the west to the Bund in the east, the Nanjing Road Pedestrian Street lined with different shops stretches around 1,200 meters (1,312 yards). As the most prosperous street in Shanghai, here you can buy products from all over the world. Besides the famous shopping malls, some classic restaurants of authentic local dishes can also be found. It is really a piece of good news for someone who has a passion for food. Walk to the end of Nanjing Road, you will reach the beautiful Bund.

Tasting Local Snacks in City God Temple Area. If you are a foodie, then you are welcome to enjoy one of great but cheap things to do in Shanghai in the snack street near the Old City God Temple, which is connected to the Yuyuan Tourist Mart. You can taste nearly all kinds of local snacks here, such as Nanxiang Steamed Stuffed Buns, Chop Rice Cakes, Vegetable Stuffed Buns, Crab-Yellow Pastries and Cream Spiced Beans. And don't forget the Fried Stuffed Buns, when eaten with Beef Vermicelli Soup, they're really delicious.

Night Life in Hengshan Road. After a busy day's traveling, having a drink in Hengshan Road is one of the definite top things to do in Shanghai at night. As the most widely reputed street of leisure and entertainment in Shanghai, Hengshan Road is famous for the bars of different styles. Relaxing yourself and chatting with your friends here can be really enjoyable. In addition, on both sides of the road there are lush French sycamore trees and the distinctive upscale European buildings in the shade.

Source from: <https://www.travelchinaguide.com/cityguides/Shanghai.htm>

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Shanghai and the top attractions with at least 150 words and 10 rounds.

Situation:

Jean, a foreigner from France, is having a business trip in Shanghai. He wants to have a tour in Shanghai for one day. He makes a call to Shanghai Spring International Travel Service Co.Ltd. for more information about attractions in Shanghai.

You, Lu Li, a travel consultant of Shanghai Spring International Travel Service Co.Ltd., are answering the call from Jean. You are patient to answer his questions and help him make a final decision where to visit. Your email address: tctluli@gmail.com.

A: You, Lu Li, a travel Consultant of Shanghai Spring International Travel Service Co.Ltd..

B: Jean, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

- 1) Show appreciation for making an inquiring and ask what kind of places he wants to visit in Shanghai;
- 2) Recommend the Bund Shanghai;
- 3) Further introduce the Bund Shanghai;
- 4) Further explain the scenic spots during visiting;
- 5) Indicate it's a good opportunity to appreciate the landscape;
- 6) Recommend Shanghai Disneyland Park;
- 7) Further introduce the activities for the tour in Shanghai Disneyland Park;
- 8) Indicate that Shanghai Disneyland Park is worth visiting;
- 9) Recommend the most representative local food;
- 10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Shanghai Spring International Travel Service Co.Ltd.. What can I do for you?

B: This is Jean. I am a French and I arrived in shanghai today. I'd like to travel in Shanghai tomorrow.

A: 1) _____

B: I like prosperous metropolis. I am interested in the beauty city scenery of Shanghai and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel in the Bund.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Shanghai Disneyland Park ?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: It sounds great. I'd like to know more about Shanghai Disneyland Park. Would you like to send emails to me, telling me what activities and attractions in Shanghai Disneyland Park ?

A: 10) _____

B: My email address is jean1995@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Jean based on the background information about Shanghai and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Shanghai. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Shanghai, a city with natural beauty, including its

location, the history and so on;

3) Indicate at least three attractions of Shanghai and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Shanghai?
- 2) What is the best transportation to take ? How long to get there? How much is the cost ? Give a brief introduction.
- 3) What can I see there? Any suggestion ?
- 4) Recommend Shanghai Disneyland, and introduce it briefly.

You can begin like this: Hello. Jean, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑;面试教室一台电脑,一台投影仪,一支激光笔,若干座椅
软件	Office 办公软件, PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地的咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表

地 咨 询 的 口 述 24 分	8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	达少于 2 句，本项 目 计 0 分。
	8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分;单词、句型使用错误，每处扣 0.5 分。	

28. 试题编号:3-2-13 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询的内容进行口头回复。

Background Information

Top Things to Do in Sanya

Situated in the south end of Hainan Island, Sanya is an international tourist city boasting tropical scenery and coastal landscape. In this attraction-studded city, we have summarized top things to do in Sanya for tourists who are spoilt for choice.

Wuzhizhou Island. Visiting Wuzhizhou Island is the top thing to do in Sanya for any tourist coming here. This island is famous for over 30 types of offshore and water entertainments. Once here, you can try water skiing, motor boat, parasailing, banana boat, electric ship, dynamic airship, sea fishing, fish pedicure and battery car sightseeing. The various entertainments are attributed to the crystal-clear water whose visibility reaches 6-27m (20-89ft). Also, the water here is abundant with luminous spirals, mackerels, colorful tropical fish, and so on, forming a colorful underwater world for divers. Besides, Sea Watching Promenade, Lover Island, Valentine Street and Valentine Bridge can be nice places spending time with your loved one.

Seafood Feast at Sanya First Market. As the most popular place to buy and eat seafood, Sanya First Market will satisfy your needs for assorted types of fresh and cheap seafood including lobsters, sea urchins, mantis shrimps, squids, etc.. If you are a gourmet, visiting this market can be the most worthwhile thing to do in Sanya. After selecting your favorite ones, you can take them to a roadside restaurant to be cooked based on your own palate. Besides the seafood, in Sanya First Market, tourists can readily savor local dishes like Hainan Rice Noodles, Ching Bo Leung, Glutinous Rice Cakes, and Coconut Rice and tropical fruits like guava, jackfruit and lychee.

Tianya Haijiao. Tianya Haijiao features with lots of giant stones of various sizes and shapes on the beach. ‘Tianya Haijiao’ means the edge of sky and sea in Chinese, which has been quoted in uncountable poems and stories since ancient times. Now, the two huge rocks have also been the embodiment of permanent love. That’s why this scenic spot is listed as a top thing to do in Sanya by lovers. Moreover, Nan Tian Yi Zhu Rock stands for fortune. Ri Rock, the rock of sun and Yue Rock, the rock of moon represent love, as well. In Tianya Haijiao sightseeing area, Ji Mu Tian Ya is the best platform for ocean viewing. Standing here, you can take photos within the

panorama encompassing Guan Yin Bodhisattva, coastal beach and boundless South China Sea.

Nanshan Cultural Tourism Zone. Nanshan Cultural Tourism Zone is the largest area displaying Buddhism culture in China. It is said that the renowned Buddhist monk Jianzhen once stayed here for one year and a half from 748 to 749 building temples and preaching Buddhism. The landmark here is the lofty Nanhai Guanyin Statue of 108m (354ft) high, which is the largest Gaunyn statue above the sea in the world. Another Buddha statue treasure is Nanshan Gold Guanyin. It has earned a place in Guinness Book of World Records for its deluxe ornaments like gold, jades, rubies, sapphires and pearls. Temple of Thirty-three Guanyin, the largest group portrait of Buddhist Guanyin worldwide is also worth worshipping. Other attractions here includes Nanshan Temple, Longevity Valley, Xiaoyuewan, and Nanshan Tree House. By the way, having vegetarian food is another characteristic activity to sample Buddhism culture.

Dadonghai. Dadonghai Beach is right in downtown, reputable for its warm water, white sand and flat beach. The boundless sea is as peaceful as a mirror, reflecting the blue sky, floating clouds and stretching mountains. Famous for well-preserved coral reefs and ornamental shoals, Dadonghai Beach has developed various marine entertainments for tourists to appreciate the beauty of ocean. Here, submarines, snorkeling, diving, off-lying sea diving, diving scooter are among the worth-trying things to do in Sanya. After experiencing the exciting water activities, why not take a walk in the Egret Park to feel the serenity of nature.

Source from: <https://www.travelchinaguide.com/cityguides/Sanya.htm>

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Sanya and the top attractions with at least 150 words and 10 rounds.

Situation:

Anna, a foreigner from France, is on business in Sanya. After business, she wants to have a tour in Sanya for one day. She makes a call to Sanya Port China Travel Service for more information about attractions in Sanya.

You, Lin Yan, a travel consultant of Sanya Port China Travel Service, are answering the call from Anna. You are patient to answer her questions and help her make a final decision where to visit. Your email address: tctlinyan@gmail.com.

A: You, Lin Yan, a travel Consultant of Sanya Port China Travel Service.

B: Anna, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

1) Show appreciation for making an inquiring and ask what kind of places she wants

to visit in Sanya;

2) Recommend Tianya Haijiao;

3) Further introduce Tianya Haijiao;

4) Further explain the scenic spots during visiting;

5) Indicate it's a good opportunity to appreciate the landscape;

6) Recommend Wuzhizhou Island;

7) Further introduce the activities for the tour in Wuzhizhou Island;

8) Indicate that Wuzhizhou Island is most popular scenic spot in Sanya ;

9) Recommend the most representative local food;

10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Sanya Port China Travel Service. What can I do for you?

B: This is Anna. I am a French, and I am on business in Sanya. After business, I'd like to travel in Sanya for one day.

A: 1) _____

B: Something different from city travel. I am interested in the natural scenery of Sanya and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel in Tianya Haijiao.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing in Wuzhizhou Island ?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: _____

B: It sounds great. I'd like to know more about Wuzhizhou Island. Would you like to send emails to me, telling me what activities and attractions in Sanya?

A: 9) _____

B: My email address is anna1995@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Anna based on the background information about Sanya and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Sanya. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Sanya, a city with natural beauty, including its location, the history and so on;
- 3) Indicate at least three attractions of Sanya and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Sanya?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend Tianya Haijiaol, and introduce it briefly.

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造成恶劣影响的，本项计 0 分。	
技能要求	对目的地的咨询	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目
	的回复	8	旅游服务词汇表达准确，句型、语法使用正确，句子完整	

求 80%	24 分		通顺, 条理清晰计 8 分; 单词、句型对话字数错一处扣 0.5 分。	计 0 分。
		4	字数达到要求计 4 分, 每少 10 词扣 1 分, 扣完为止。	
		4	对话中能使用准确的服务套语计 4 分, 套语错一处扣 1 分。	
	对 目 的 地 景 点 咨 询 的 邮 件 回 复 32 分	8	理解题目要求, 信息点完整计 8 分, 信息点每缺失一处扣 1 分。	字 数 少 于 50 词, 本 项 目 计 0 分。
		12	旅游词汇表达准确, 句型、语法使用正确, 句子完整通顺, 条理清晰计 12 分, 单词、句型使用错误, 每处扣 0.5 分。	
		4	邮件格式完全正确, 计 5 分, 格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体, 行文简洁清晰, 计 4 分, 礼貌用语错一处扣 0.5 分。	
	对 目 的 地 咨 询 的 口 述 24 分	8	语音语调基本正确, 声音洪亮计 5 分, 语音不准确, 一处扣 0.5 分。	口 头 表 达少于 2 句, 本项 目 计 0 分。
		8	理解题目要求, 对客户行程咨询的口头回复信息点完整计 8 分, 信息点缺失, 每处扣 1 分。	
		8	旅游词汇表达准确, 句型、语法使用正确, 句子完整通顺, 条理清晰计 8 分; 单词、句型使用错误, 每处扣 0.5 分。	

29. 试题编号:3-2-14 目的地咨询

(1) 任务描述

根据考核点信息，以给出的客户咨询内容为场景，要求考生依据在线咨询员岗位，针对客户咨询的内容、对话的上下文衔接和设定的考点任务，线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询，根据客户喜好推荐景点，完成回复咨询的完整对话。根据客户要求，通过 email 告知客户更多目的地景点情况，最后针对客户咨询的内容进行口头回复。

Background Information

Top Things to Do in Wuhan

Wuhan, in central China along the middle reaches of Yangtze River has been an important city since ancient time. It is reputed as oriental Chicago. And it is an important birthplace of Chu Culture of Spring and Autumn Period (770 - 476 BC) and Warring States Period (475 - 221 BC). Because of its location, Wuhan is the biggest transportation hub combining water, land, railway and air transportation in inland China. Here, we recommend top things to do in Wuhan to help first-time visitors know more about the city.

Yellow Crane Tower. Located on the top of Snake Hill by Yangtze River, Yellow Crane Tower has been regarded as “The First Scenery under Heaven” since ancient time. Now it is the most well-known tower in South China and a representative architecture of Wuhan. The tower resembles cranes spreading wings to fly. It has 5 floors and each floor has its own characteristic layout, decorations and displays. From the fifth floor, tourist can have a view of Wuhan Yangtze River Bridge and the majestic Yangtze River. Around the tower are some corridors, pavilions, galleries, making the scenic spot more attractive. The splendid scenery of the tower makes most tourists list it as the top thing to do in Wuhan.

Yangtze River Cruise. Yangtze River Cruise is definitely a must thing to do in Wuhan. There are daytime cruise and nighttime cruise and the latter is more recommended. There are two ferry terminals, Wuchang Hongxiang Ferry Terminal with both daytime and nighttime cruise and Hankou Yuehan Ferry Terminal with nighttime cruise. If you want to have a general view of the city, the cruise can't be missed. The route includes attractions like Wuchang River Beach, Wuhan Port, Dragon Temple, Qingchuan Pavilion, Tortoise Hill, Yellow Crane Tower, Wuhan Yangtze River Bridge, etc. When the night falls and the lights all come on. Everyone will be immersed in the night view along Yangtze River. What need to pay attention to is that the cruise route is different from each other. So when buying the ticket, ask the clerk carefully.

Wuhan Yangtze River Bridge. The bridge is 1,670 meters (1,826 yards) long hanging over Yangtze River. It is the first bridge built over Yangtze River and is the first Yangtze River Bridge carrying both highway and railway. Buses and cars go through the bridge on the upper level and trains through lower level. To provide a better view of the bridge and the river, a view platform has been built. Also, elevators are equipped to facilitate the tourists to appreciate the Yangtze River on the bridge. If

you are walking on the bridge, you can also take a look at the guardrail. You can see there are vivid pictures of birds, flowers, fishes, animals and plants on it.

East Lake. East Lake is a vast water landscape in downtown Wuhan, being China's second largest lake in urban areas. It is dotted with many islands and surrounded by various flowers and plants. Birds are flying leisurely over the lake hunting or playing, forming a lively and beautiful picture. With sakura in spring, lotus in summer, red leaves in autumn and plum blossom in winter, it is suitable for travelling all year round. So tourists will never be disappointed no matter when they go there for sightseeing. This is why touring East Lake is one of the top things to do in Wuhan.

Tasting Snacks in Hubu Alley. If you want to eat the most authentic local food, just go to Hubu Alley. Different from other food streets opening in the afternoon and at night, Hubu Alley opens from morning till evening. And it is seen as the best place to eat breakfast. It is about 150 meters (164 yards) long and has about 160 snack shops selling more than 170 kinds of food. The most famous one is Hot Dry Noodles. It is also one of the favorite food of local people. Other snacks like Hutang Rice Noodles, Soup Dumplings, Fried Bread Stick Wrapped with Glutinous Rice, Duck neck, Mianwo are also highly recommended.

Tan Hualing. Visiting Tan Hualin is an essential thing to do in Wuhan if you are interested in the architecture. Due to historical reasons, Tan Hualin boasts both well-preserved traditional Chinese architectures, Western architectures and architectures combined the two styles like Wenhua College, Renji Hospital and Christmas Church. Now, the street has been developed into an art block and many of the old buildings are used as cafes, flower shops and antique shops.

Source from: <https://www.travelchinaguide.com/cityguides/Wuhan.htm>

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Wuhan and the top attractions with at least 150 words and 10 rounds.

Situation:

Anna, a foreigner from France, is on business in Wuhan. After business, she wants to have a tour in Wuhan for one day. She makes a call to Wuhan Travel Agency for more information about attractions in Wuhan.

You, Hu Mei, a travel consultant of Wuhan Travel Agency, are answering the call from Anna. You are patient to answer her questions and help her make a final decision where to visit. Your email address: tcthumei@gmail.com.

A: You, Hu Mei, a travel Consultant of Wuhan Travel Agency.

B: Anna, a foreigner, who has strong interest in landscapes.

The following should be included in the conversation:

1) Show appreciation for making an inquiring and ask what kind of places she wants to visit in Wuhan;

- 2) Recommend Yellow Crane Tower;
- 3) Further introduce Yellow Crane Tower;
- 4) Further explain the scenic spots during visiting;
- 5) Indicate it's a good opportunity to appreciate the landscape;
- 6) Recommend Yangtze River Cruise;
- 7) Further introduce the activities for tourists when they are in Yangtze River Cruise;
- 8) Indicate that Yangtze River Cruise is the most popular activity during visiting;
- 9) Recommend the most representative local food;
- 10) Ask about the e-mail address.

The conversation goes like this:

A: Hello, this is Wuhan Travel Agency. What can I do for you?

B: This is Anna. I am a French, and I am on business in Wuhan. After business, I'd like to travel in Wuhan for one day.

A: 1) _____

B: Something different from city travel. I am interested in the beauty city scenery of Wuhan and I want to have a close visit to it.

A: 2) _____

B: What is it about?

A: 3) _____

B: What can I see there?

A: 4) _____

B: Wow, it's cool. I love it. It must be a different experience to travel in Yellow Crane Tower.

A: 5) _____

B: Fantastic. What else can I visit besides this?

A: 6) _____

B: What can I do there?

A: 7) _____

B: What is the most interesting thing during Yangtze River Cruise ?

A: 8) _____

B: Cool, I like to try a lot of local food. What do you recommend me to try?

A: 9) _____

B: It sounds great. I'd like to know more about Yangtze River Cruise. Would you like to send emails to me, telling me what activities and attractions in Yangtze River Cruise ?

A: 10) _____

B: My email address is anna1995@gmail.com. Thank you so much.

A: It's my pleasure.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Anna based on the background information about Wuhan and the top attractions (no less than three attractions) with at least 200 words. The subject is top activities and attractions in Wuhan. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, the complimentary close and the signature;
- 2) Indicate the basic information of Wuhan, a city with natural beauty, including its location, the history and so on;
- 3) Indicate at least three attractions of Wuhan and their characteristics and relevant activities.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) Why is it more suitable to visit Wuhan?
- 2) What is the best transportation to take? How long to get there? How much is the cost? Give a brief introduction.
- 3) What can I see there? Any suggestion?
- 4) Recommend Huangguoshu Waterfall, and introduce it briefly.

You can begin like this: Hello. Anna, according to your inquiry, I'd like to answer your questions, one by one ...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑;面试教室一台电脑,一台投影仪,一支激光笔,若干座椅
软件	Office 办公软件, PowerPoint

(3) 考核时量

考核时间: 90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质,遵守国家法律法规,妆容得体大方,待人接物真诚礼貌,耐心细致;掌握有效的沟通技巧,具备开拓创新的思维能力,主动了解游客喜好和实际情况;熟知各目的地概况和特色,尤其是风土人情和重点旅游景点;具有灵活的应变能力,清晰表达建议并准确推荐旅游活动及相关项目,达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件,具备使用办公设备和电子商务的能力,操作规范。工作场地脏乱差;严重违反考场纪律,造成恶劣影响的,本项计 0 分。	

技能要求 80%	对目的地咨询的回复 24分	8	理解题目要求，信息点完整计8分，信息点每缺失一处扣1分。	字数少于50词，本项目计0分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计8分；单词、句型对话字数错一处扣0.5分。	
		4	字数达到要求计4分，每少10词扣1分，扣完为止。	
		4	对话中能使用准确的服务套语计4分，套语错一处扣1分。	
	对目的地景点咨询的邮件回复 32分	8	理解题目要求，信息点完整计8分，信息点每缺失一处扣1分。	字数少于50词，本项目计0分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计12分，单词、句型使用错误，每处扣0.5分。	
		4	邮件格式完全正确，计5分，格式错误扣4分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计5分。缺一项扣1分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计4分，礼貌用语错一处扣0.5分。	
	对目的地咨询的口述 24分	8	语音语调基本正确，声音洪亮计5分，语音不准确，一处扣0.5分。	口头表达少于2句，本项目计0分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计8分，信息点缺失，每处扣1分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计8分；单词、句型使用错误，每处扣0.5分。	

30. 试题编号:3-2-15 目的地咨询

(1) 任务描述

根据考核点信息,以给出的客户咨询内容为场景,要求考生依据在线咨询员岗位,针对客户咨询的内容、对话的上下文衔接和设定的考点任务,线上回复客户对目的地景点、餐饮、旅游城市交通情况等方面的咨询,根据客户喜好推荐景点,完成回复咨询的完整对话。根据客户要求,通过 email 告知客户更多目的地景点情况,最后针对客户咨询内容进行口头回复。

Background Information

Travel in Beijing with Kids

With a history of more than 3,000 years, Beijing has been an integral part of China's history. There is scarcely a major building that doesn't have at least some national historical significance. Being the capital of China for about 850 years, it is one of the Four Great Ancient Capitals of China, offering China's most wonderful array of attractions. No other city in the nation attracts more travelers.

Beijing City was established over 3,000 years ago and was called Jin City in the Western Zhou Dynasty (11th century BC - 771 BC). Ever since Emperor Qin united China in 221 BC, Beijing has played an important role in north China. It was the capital city in the Liao (916-1125), Jin (1115-1234), Yuan (1271-1368), Ming (1368-1644) and Qing (1644-1911) dynasties. During these 800 years, 34 emperors lived and ruled here. The world renowned Forbidden City was built during this period.

Badaling Wildlife World- The Badaling Great Wall is the best-preserved Great Wall section and one of the most popular Beijing attractions for kids. If it is too hard for your kids to climb up there, you can take a cable car to get to the highest point at No.8 North Watchtower, where you are able to overlook the Great Wall. When you get down, you can easily walk to the No.4 North Tower, and then take the slideway to the foot of the Great Wall. The slideway is like a super long slide which your kids will like for sure. If your kid is too young for the slideway, just descend the same way by the cable car.

After visiting the Great Wall, you can go to nearby Badaling Wildlife World, China's largest mountain wildlife park to continue the wonderful exploration in Beijing with Children. Along the winding tour route inside the forest, you will see all kinds of animals such as lion, white tiger, brown bear, giant panda, giraffe and wolf in a sightseeing car. You can not only feed the beasts, but also get close to docile animals. Located in the southwest of the park, Ark Square is a place for tourists to have a rest and have a sunbath. Every weekend and holiday, there will be animal performances here.

Forbidden City- If you do not know what to do in Beijing with kids, visiting the Forbidden City, where China's ancient emperors worked and lived, is a wise choice. It has two parts with Gate of Heavenly Purity as the division line. To the south of the Gate of Heavenly Purity is the Outer Court, the area that emperors deal with state affairs and to the north is the residence of the emperors, their concubines, princes and princesses. Magnificent buildings and exquisite historical relics in the Forbidden City will definitely dazzle your eyes. You can rent a princess or prince's costume for your kid when touring inside, which is a lot of fun. Don't forget to take photos! It takes about 2 hours to visit along the central axis. But if you want to visit the Forbidden City carefully, it needs half of the day or whole day.

Beijing Museum of Natural History- Beijing Museum of Natural History is only about 2.5km south to the Tiananmen Square in central Beijing. In the museum, the interactive exploration method and the displaying of animal life scenes help children acquire the knowledge easily and deeply. There are 8 permanent exhibitions inside, displaying the collections of paleontology, ornithology, mammals and invertebrates. For visitors who travel to Beijing with kids, the Dinosaur Park is absolutely the most eye-catching exhibition. Dozens of dinosaurs and their living scenes have been restored by using advanced technology. Besides, the audience can see the scene of dinosaur fossil excavation. The Discovery World in the museum is also a fun place to visit in Beijing with Children.

Shichahai- Known as the most beautiful place in old Beijing, the Shichahai consists of Xihai, Houhai, Qianhai, three open waters. Surrounding it is a residential area for local Beijingers where many traditional Beijing courtyards, Siheyuan are preserved. So while enjoying the beautiful lake views, visitors can know something about Beijing's history, culture, folk customs and ancient buildings. Prince Gong's Mansion and Liuyin Street are two top historical attractions. The Yanxiedai Street which is full of shops selling the cultural and creative products attracts numerous tourists. Besides, tourists can enjoy the most authentic Beijing snacks in the Lotus Market and Huguo Temple Street opposite to Shichahai. In winter, the lake will turn into a large natural skating rink. Children can have fun by skating and riding a skating cart. Besides, if you wonder where to stay in Beijing with kids, surrounding hotels transformed from Siheyuan will bring you and your children a novel accommodation experience.

Peking Roast Duck- Tasting Beijing Roast Duck is one of must things to do in Beijing with kids. Beijing Roast Duck is famous for the red and crisp skin and tender and fabulous meat. After being served, the whole roast duck will be cut into very thin slices by the chef. Then, put a little sweet sauce made of fermented flour on the lotus-leaf-like pancake, a few pieces of roast duck, sliced scallions and sliced cucumber and then roll up. Your kids will have fun not only from the delicious food, but also from the process of rolling the food by themselves. The three most famous Roast Duck restaurants in Beijing are Quanjude, Bianyifang and Dadong.

Beijing Kerry Hotel- Kerry Beijing hotel is located in the core hinterland of the central business district of Beijing. It can easily travel to and from many shopping, entertainment and other places through the pedestrian overpass. The advanced facilities, unique and simple design and warm and natural service make it a rich place for modern smart life. Kerry hotel has the longest and steepest rainbow slide children's Adventure Park in Beijing! There are many kinds of cafeterias in the five-star hotel, including seafood buffet, barbecue, Asian food, fresh fruits and desserts for children, and chocolate fountain, which have attracted the attention of many children.

Task 1 对目的地咨询的回复 (30%)

Directions: You are allowed 30 minutes to reply the customer politely according to the inquiry, and complete the conversation based on the following situation and the background information about Beijing and the top attractions with at least 150 words and 10 rounds.

Situation:

Laura, a British who is teaching English in Beijing, wants to have a tour around Beijing for two days. She makes a call to Lexing International Travel Agency for more information about attractions in Beijing.

You, Liu Li, a travel consultant of Lexing International Travel Agency, are answering the call from Laura. You are patient to answer her questions and help her make a final decision where to visit. Your email address: lxliuli@gmail.com.

A: You, Liu Li, a travel consultant of Lexing International Travel Agency

B: Laura, a British who has strong interest in traveling with her kid in China

The following should be included in the conversation:

- 1) Greet politely and ask what you can do;
- 2) Ask for the age of her daughter;
- 3) Recommend a two-day travel with kids;
- 4) Briefly introduce the attractions included in this tour;
- 5) Indicate that they can get to the top of the Great Wall by cable car;
- 6) Indicate that her daughter will learn much about the history at Forbidden City and Beijing Museum of Natural History from the tour;

- 7) Indicate that this tour includes tasting Peking Roast Duck;
- 8) Introduce Beijing Kerry Hotel briefly and focus on the special design for kids;
- 9) Explain the price for this tour, \$ 199 for an adult, and \$ 159 for a kid;
- 10) Inform the time to send the email and ask what else you can do.

The conversation goes like this:

A: 1) _____

B: Hello, this is Laura. I am teaching English in Beijing. My daughter is coming to China next week, and I want to take her to travel in Beijing.

A: 2) _____

B: She is 13 years old now.

A: 3) _____

B: That sounds fantastic! What attractions are included in this tour please?

A: 4) _____

B: I've never heard that there is a wildlife park in Badaling. But I'm not sure she is able to hike the Great Wall.

A: 5) _____

B: Excellent! I think my daughter will love it. By the way, she is interested in history very much. Do you have any suggestions?

A: 6) _____

B: Great! How about the food please? Is it popular with kids?

A: 7) _____

B: I am so happy to hear that. How about the hotel? Can you say something about it?

A: 8) _____

B: I love it! What is the price for this tour?

A: 9) _____

B: I want to join in this tour. Please send me a detailed itinerary to me. My email address is lauraenglish@gmail.com

A: 10) _____

B: Nothing for now. Thank you so much, Miss Liu.

A: It's my pleasure, madame.

Task 2. 对目的地景点咨询的邮件回复 (40%)

Directions: According to the above conversation, you are allowed 40 minutes to write an email to Laura based on the background information about Beijing and the top attractions (no less than three attractions) with at least 200 words. The subject is travel in Beijing with kids. Note: Your email should adopt the block style, and the date is subject to the test date.

The following aspects should be included in the email:

- 1) Indicate the email addresses of the sender, the receiver, the date, complimentary close and the signature;
- 2) Indicate the topic of the email;
- 3) Indicate the basic information of Beijing, such as location, area, history and so on;
- 4) Indicate the main scenic spots and activities included in this tour.

From:

To :

Date:

Add a subject:

Dear

Task 3 口述目的地咨询的回复 (30%)

Directions: You are required to act as the consultant and make a presentation for 3-5 mins based on Task 1 after 15 minutes of preparation. The content includes the following:

- 1) What attractions are included with this tour traveling with kids?
- 2) I am not sure if she is able to hike the Great Wall.
- 3) Do you have any suggestions since my daughter is interested in history?
- 4) Is the food popular with kids?
- 5) Can you say something about the hotel?
- 6) What is the price for this tour?

You can begin like this: Hello, Laura, according to your inquiry, I'd like to answer your questions one by one...

(2) 实施条件

项目	基本实施条件
场地	照明通风良好的专业计算机教室
设备	机考教室每位考生一台电脑；面试教室一台电脑，一台投影仪，一支激光笔，若干座椅
软件	Office 办公软件，PowerPoint

(3) 考核时量

考核时间：90 分钟

(4) 评分细则

项目	考核要点	分值	评分标准	备注
素养要求 20%	职业素养	10	具备旅游咨询人员基本素质，遵守国家法律法规，妆容得体大方，待人接物真诚礼貌，耐心细致；掌握有效的沟通技巧，具备开拓创新的思维能力，主动了解游客喜好和实际情况；熟知各目的地概况和特色，尤其是风土人情和重点旅游景点；具有灵活的应变能力，清晰表达建议并准确推荐旅游活动及相关项目，达到《LB/T 021-2013 旅游企业信息化服务指南》及相关规范的服务要求。	
	操作规范	10	熟悉 Office 办公软件，具备使用办公设备和电子商务的能力，操作规范。工作场地脏乱差；严重违反考场纪律，造	

			成恶劣影响的，本项计 0 分。	
技能要求 80%	对目的地咨询的回复 24 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		8	旅游服务词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型对话字数错一处扣 0.5 分。	
		4	字数达到要求计 4 分，每少 10 词扣 1 分，扣完为止。	
		4	对话中能使用准确的服务套语计 4 分，套语错一处扣 1 分。	
	对目的地景点咨询的邮件回复 32 分	8	理解题目要求，信息点完整计 8 分，信息点每缺失一处扣 1 分。	字数少于 50 词，本项目计 0 分。
		12	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 12 分，单词、句型使用错误，每处扣 0.5 分。	
		4	邮件格式完全正确，计 5 分，格式错误扣 4 分	
		4	发信人、收信人、主题、称呼和结束敬语完整正确计 5 分。缺一项扣 1 分。	
		4	邮件中语言礼貌得体，行文简洁清晰，计 4 分，礼貌用语错一处扣 0.5 分。	
	对目的地咨询的口述 24 分	8	语音语调基本正确，声音洪亮计 5 分，语音不准确，一处扣 0.5 分。	口头表达少于 2 句，本项目计 0 分。
		8	理解题目要求，对客户行程咨询的口头回复信息点完整计 8 分，信息点缺失，每处扣 1 分。	
		8	旅游词汇表达准确，句型、语法使用正确，句子完整通顺，条理清晰计 8 分；单词、句型使用错误，每处扣 0.5 分。	