

试题一

I. Listen to the dialogue and fill in the blank. (25%)

(Scene: The client has left a personal item in their hotel room.)

T.G.: tour guide (Li Jie)

T: tourist (Michelle Jacobs)

T: Oh, Li Jie. I am so 1 . I've just discovered my 2 is missing and I've left it behind in the 3 at the hotel.

T.G.: Oh! I am sorry to hear that, Michelle. I know your 4 . However, don't worry too much. I'm sure we can organize its 5 6 .

T: I feel so stupid.

T.G.: Now don't be too 7 on yourself. People often 8 things behind. Trust me. We will get it back for you. Any 9 no matter how small left in a room are always sent to the 10 11 of the hotel.

T: Thanks. Li Jie. I feel I can 12 13 now.

T.G.: Yes, you can. I will ring the hotel immediately. Now I need a 14 of it and your room number.

T: Well, it's dark blue and opens at the 15 . It has a side 16 and two handles. My name is on a 17 around one of the handles, Michelle Jacobs.

T.G. : Excellent! I have all the 18 . I'll make the call now.

(A few minutes later)

T.G.: Michelle. Everything is 19 . Yes, your make-up bag was in the room and the hotel is making 20 now for it to be 21 to our new hotel tonight. It should arrive 22 at 7 pm.

T: Thank you so much, Li Jie. I really appreciate your 23 and I 24 for the trouble I've caused.

T.G.: Absolutely no problem, it's my pleasure to help you . Now just 25
and enjoy your day.

T: OK. Will do!

II. The following is some information about a local tour. Complete the information card and write a welcome speech. (25%)

Travel service: CITS

Guests: 32 British

Last stop: Guangzhou

Duration of stay: 2 days

Hotel:

Driver:

Highlights of itinerary:

III. Answer the following questions. (20%)

1. What are the main points that the local guide of an inbound tourist group must get to know about the transport tickets for the group ?
2. A tourists group scheduled to arrive this morning is reposted to be delayed till tomorrow before dinner and so the time of its stay in the local city will be short ended by one and a half days .What should the local guide do to cope with the change?

IV. Oral test. (30%)