



新丝路“中文+职业技能”系列教材
New Silk Road “Chinese + Vocational Skills” Series

中文+景点导游

Chinese + Sightseeing Guide



新丝路“中文+职业技能”系列教材编写委员会 编



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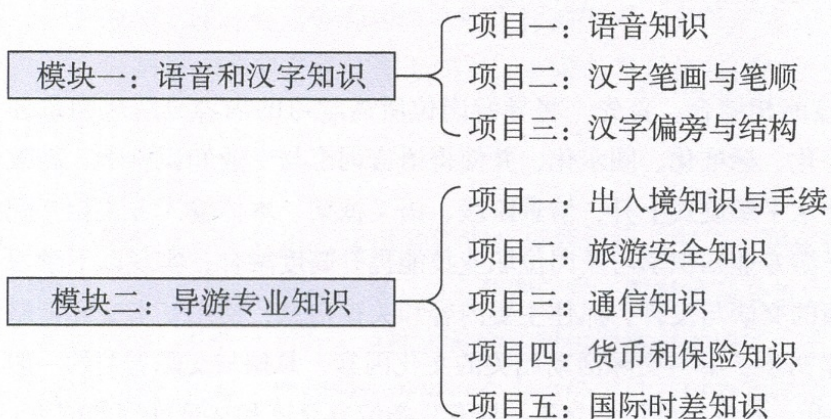
新丝路“中文+职业技能”系列教材是把中文作为第二语言，结合专业和职业的专门用途、职业用途的中文教材，不是专业理论教材，不是一般意义的通用综合中文教材。本系列教材定位为职场生存中文教材、立体式技能型语言教材。教材研发的目标是既要满足学习者一般中文环境下的基本交际需求，又要满足学习者职业学习需求和职场工作需求。它和普通的国际中文教材的区别不在语法，而在词汇的专门化程度，在中文的用途、使用场合、应用范围。目前，专门用途、职业用途的中文教材在语言分类和研究成果上几近空白，本系列教材的成功研发开创了中文学习的新视野、新领域、新方向，将“中文+职业技能+X等级证书”真正融合，使学习者在学习中文的同时，也可通过实践掌握职业技能，从而获得X等级证书。

适用对象

1. HSK4 级左右的学生，来华学习中文和职业技能的长期生或短期进修生。
2. 海内外导游专业的中文学习者。
3. 海外有意从事导游专业工作的中文学习者。

教材结构

本教材采取专项语言技能与职业技能训练相结合的中文教学及教材编写模式，配有专业视频教学资源，还附有“视频脚本”“参考答案”等配套资源。



模块三：我未来的工作

- 项目一：景区接待服务
- 项目二：景区解说服务
- 项目三：景区商业服务
- 项目四：其他辅助服务
- 项目五：景点导游词

模块四：工作坊实训

- 项目一：景区接待实训
- 项目二：景区解说实训
- 项目三：景区购物服务实训
- 项目四：其他辅助服务实训
- 项目五：景点导游词讲解实训

编写理念

将“中文+职业技能”融入在工作场景对话中，把工作分解成一个个任务，用图片认知方法解决词汇的认知问题，用视频展示的方法解决学习者掌握中文词汇与专业技能的不匹配问题，注重技能的实操性，注重“在做中学”。模块二中的每个项目都设置“学以致用”板块，目的不仅仅是解决任务中的词汇认知问题，更是将学习的目标放在“能听”“能用”“能模仿说出”上。我们力争通过大量图片和配套视频，将教材打造成立体式技能型语言教材，方便学习者更好地自主学习。

教材目标

将中文与导游的职业技能相结合。首先，将导游岗位所需学习的内容分解成岗位任务。然后，将岗位任务程序化、标准化、图示化，并使得语言词汇与专业知识科学、高效复现，语言水平与专业技能水平螺旋式上升，情景阶段、语义框架、本体输入方式相互配合。最后，使汉语学习、导游专业知识学习及岗位职业技能提升高度融合，实现以下学习目标：能听懂工作场合一般的交谈与发言，抓住主要内容和关键信息，使用基本交际策略与他人交流，开展工作；能初步了解与交际活动相关的文化因素，掌握与交际有关的一般文化背景知识；能进行流程化、标准化的信息交流；拥有复杂信息交流和特情处理的能力。

编写原则

1. 语言知识技能与专业知识技能并进，满足当前热门的、急需急用的岗位需求。

2. 渐进分化，综合贯通，拆解难点，分而治之。
3. 语言知识与专业知识科学、高效复现，语言技能与专业技能螺旋式上升，职场情境、语义框架、本体输入方式相互配合。
4. 使用大量的图片和视频，实现专业知识和技能呈现形式可视化。
5. 强化专业岗位实操性技能。本系列教材配有专业技术教学的视频，突出展示专业岗位的实操性技能，语言学习难度与技能掌握难度的不匹配可通过实操性强的视频和实训环节来补充。

使用建议

1. 本教材共有四个模块，分别为语音和汉字知识、导游专业知识、我未来的工作和工作坊实训，可以依据学习者的汉语及专业水平确定相应的课时，选择模块学习。
2. 注释和说明着力于简明、扼要，教材注重实操性，注重听说，涉及到的语法知识，教师可视情况予以细化和补充。
3. “工作坊实训”可以在课文和语言点学完之后作为课堂练习使用，建议模拟完成。教师要带领学生一步步按照专业要求完成，专业实操需要教师的引领操作，实现技能学习的目标。
4. 项目小结是对整个项目关键词汇和核心内容的总结，通过这个部分的听说练习，可以更好地了解本项目的核心工作任务。
5. 教师上课时充分利用教材所设计的练习，多听多练，听说结合，学做合一。
6. 教师带领学习者熟练诵读课文，要求学习者把每课的关键词汇、句子和导游常用语背诵下来。

特别感谢

感谢教育部中外语言交流合作中心将新丝路“中文+职业技能”系列教材列为重点研发项目，为我们教材编写增添了动力和责任感。教材编写委员会负责整套教材的规划、设计与编写协调，并先后召开上百次讨论会，对每册教材的课文编写、体例安排、注释说明、练习设计、图片选择、视频制作等进行全方位的评估、讨论和审定。感谢编写委员会成员和所有编者高度的敬业精神、精益求精的编写态度，以及所投入的热情和精力、付出的心血与智慧。感谢关注本系列教材并贡献宝贵意见的国际中文教育教学界专家和全国各地的同人。

Compilation Instructions

The New Silk Road “Chinese +Vocational Skills” is a series of Chinese textbooks that uses Chinese as a second language for specialized and vocational purposes. It is not a professional or theoretical textbook, nor is it a general comprehensive Chinese textbook. Instead, it is a series of Chinese textbooks for workplace survival and development of comprehensive skills. It aims not only to meet learners’ basic communication needs in a general Chinese environment, but also their needs for vocational learning and work. It differs from ordinary international Chinese textbooks not in grammar, but in the specialization of vocabulary, and the purpose, occasions, and scope of Chinese language use. At present, there is almost no language classification and research findings of Chinese textbooks for specialized and vocational purposes. The successful launch of this series opens up new horizons, new fields, and new directions for Chinese learning and truly integrates Chinese, vocational skills, and X-level certificates. It makes a student to master vocational skills and obtain an X-level certificate while studying Chinese.

Target users

1. Students passing HSK level 4 or above, and long-term or short-term students studying Chinese and vocational skills in China.
2. Chinese language students majoring in tour guiding in China and the rest of the world.
3. Overseas Chinese language students who are interested in working as tour guides.

The structure of Chinese + Textbook for Tour Guiding

This series of textbooks integrates the training of specialized language skills and vocational skills when teaching Chinese language and writing the textbooks. It has professional video teaching resources, “video scripts”, “reference answers”, and other supporting resources.

Module 1: Knowledge on Phonetics and Chinese Characters

Item 1: Phonetic Knowledge

Item 2: Strokes and Stroke Orders of Chinese Characters

Item 3: Radicals and Structures of Chinese Characters

Module 2 Tour Guide Expertise

Item 1: Knowledge and Procedures for Exit and Entry

Item 2: Knowledge on Travel Safety

Item 3: Knowledge on Communication

Item 4: Knowledge on Currency and Insurance

Item 5: Knowledge on International Time Difference

Module 3 My Future Job

Item 1: Reception Service at Scenic Spots

Item 2: Commentary Service at Scenic Spots

Item 3: Commercial Service at Scenic Spots

Item 4: Other Supporting Service

Item 5: Tour Commentaries for Scenic Spots

Module 4 Practical Training at Workshops

Item 1: Simulation of Reception at Scenic Spots

Item 2: Simulation of Commentaries at Scenic Spots

Item 3: Simulation of Shopping Service at Scenic Spots

Item 4: Simulation of Other Supporting Service

Item 5: Simulation of Delivering Tour Commentaries

Writing ideas

It integrates Chinese and vocational skills into the dialogues at workplaces and breaks down a job into tasks. It uses pictures to recognize and learn vocabulary and uses videos to solve the mismatch between students' mastery of Chinese vocabulary and professional skills, emphasizing the practicability of skills and "learning by doing". Each item in Module 2 has a "Practicing What You Have Learnt" section, which not only aims to recognize and learn the vocabulary in this item, but also aims to be able to listen to it, to use it, to imitate it, and to speak it out. We strive to develop comprehensive skill-based language textbooks through a large number of

pictures and supporting videos and provide convenience for self-taught learners.

Objectives of the textbooks

It combines Chinese with tour guides' professional skills. First, it breaks down what a tour guide needs to learn into tasks. Then, it programs, standardizes, and illustrates the tasks, making the vocabulary and vocational knowledge scientifically and efficiently recur, one's language proficiency and professional skills spiral up, and the situational stage, semantic framework, and ontology input methods cooperate with each other. Finally, to highly integrate one's learning of Chinese, learning of tour guide expertise and enhancement of vocational skills, one needs to realize the following objectives: to be able to understand the general conversations and speeches in workplaces, learning the major content and key information; to be able to use the basic communication strategies to communicate with others and do the work; to be able to gain a preliminary understanding of cultural factors related to communication activities and learn the general cultural background information related to communication; to be able to make procedural and standardized communication; and to be able to communicate complicated information and deal with special situations.

Writing principles

Language knowledge skills and professional skills go hand in hand to meet the demands of present-day popular and urgently needed jobs;

1. It makes progressive differentiation and comprehensive integration, breaking down the difficult points and teaching them one by one;

2. Language knowledge and professional knowledge recur scientifically and efficiently, language skills and professional skills spiral upward, and the situational stage, semantic framework, and ontology input methods cooperate with each other;

3. It visualizes the professional knowledge and skills through a lot of pictures and videos;

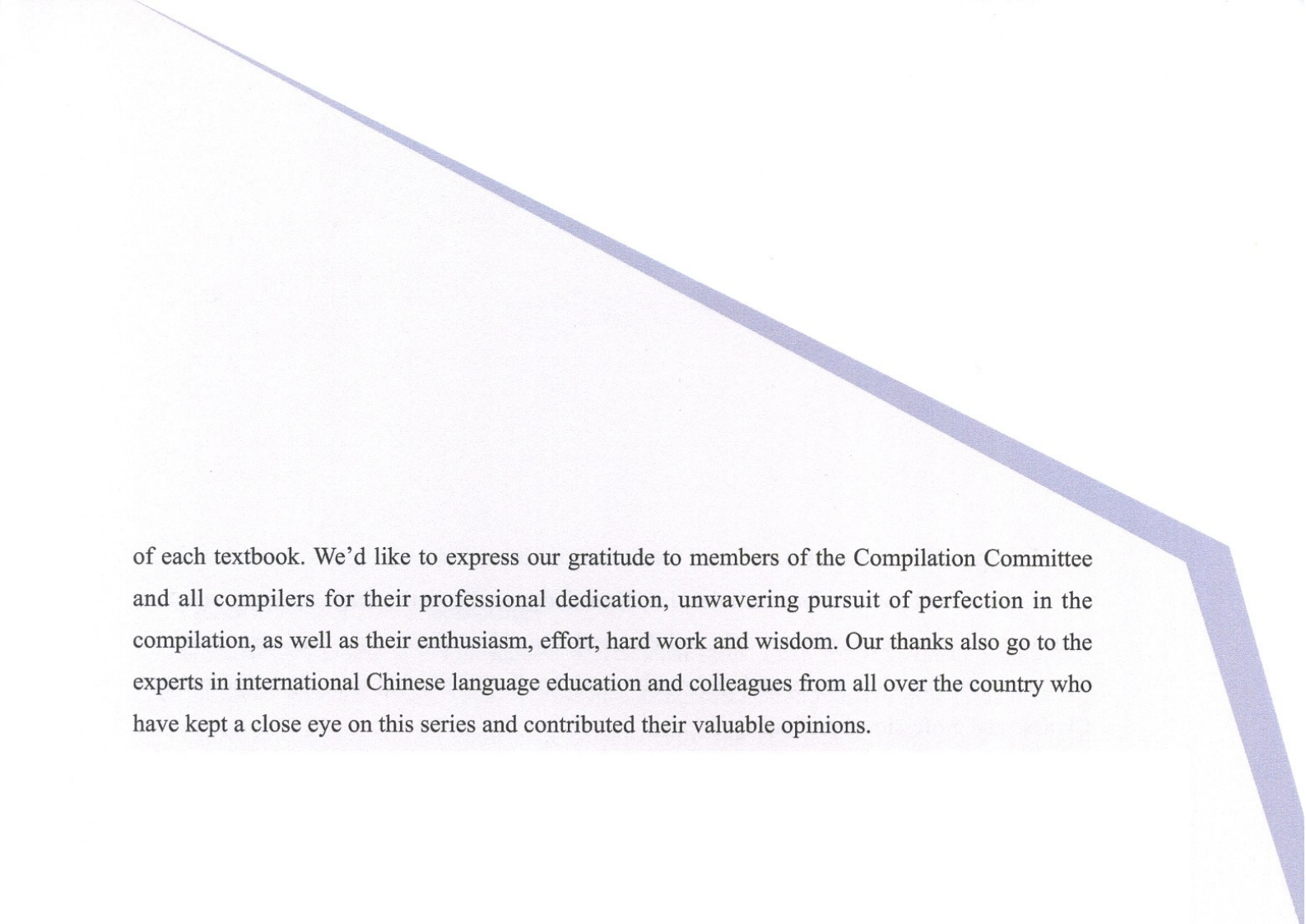
4. It strengthens the practical skills in professional positions. This series of textbooks has the corresponding video on professional skills, which highlights the practical skills of professions. The mismatch between the difficulty in learning a language and difficulty in mastering skills can be supplemented by the video and training.

Suggestions for use

1. Each textbook has four modules, i.e., Knowledge on Phonetics and Chinese Characters, Tour Guide Expertise, My Future Job, and Practical Training at Workshops. Students can decide the corresponding class hours and choose the modules they are going to study based on their Chinese and professional proficiency.
2. The notes and explanations are simple and concise. The textbooks put emphasis on practicality and stress on listening and speaking. Teachers can elaborate and supplement the grammar involved depending on the circumstances.
3. The “Practical Training at Workshops” section can be used as classwork after studying the texts and language points. It is suggested to be completed through simulation. Teachers need to help students complete it step by step following the vocational requirements and provide guidance in the professional operation to help students learn skills.
4. The “Item Summary” section summarizes the key vocabulary and core content of the unit. After taking listening and speaking exercises in this section, one can better understand the core tasks of the unit.
5. In class, teachers should make full use of the exercises in the textbook, listening and practicing as much as possible with the integration of listening and speaking, and learning and practice.
6. The teacher helps students read aloud the text proficiently, asking them to memorize the key vocabulary, sentences, and common expressions used by tour guides in each lesson.

Acknowledgements

We are grateful to the Center for Language Education and Cooperation of the Ministry of Education for listing the New Silk Road “Chinese + Vocational Skills” series as a key research and development project, which enhances our motivation and sense of responsibility to textbook compilation. The Textbook Compilation Committee is responsible for the planning, design, compilation, and coordination of the whole series of textbooks, and has held hundreds of meetings to conduct comprehensive evaluation, discussion, and approval of textbook compilation, style arrangement, notes and explanations, exercise design, picture selection, and video production



of each textbook. We'd like to express our gratitude to members of the Compilation Committee and all compilers for their professional dedication, unwavering pursuit of perfection in the compilation, as well as their enthusiasm, effort, hard work and wisdom. Our thanks also go to the experts in international Chinese language education and colleagues from all over the country who have kept a close eye on this series and contributed their valuable opinions.

语法术语及缩略形式参照表
Abbreviations of Grammar Terms

Grammar Terms in Chinese	Grammar Terms in Pinyin	Grammar Terms in English	Abbreviations
名词	míngcí	noun	n.
专有名词	zhuānyǒu míngcí	proper noun	pn.
代词	dàicí	pronoun	pron.
数词	shùcí	numeral	num.
量词	liàngcí	measure word	m.
数量词	shùliàngcí	quantifier	q.
动词	dòngcí	verb	v.
助动词	zhùdòngcí	auxiliary	aux.
形容词	xíngróngcí	adjective	adj.
副词	fùcí	adverb	adv.
介词	jiècí	preposition	prep.
连词	liáncí	conjunction	conj.
助词	zhùcí	particle	part.
拟声词	nǐshēngcí	onomatopoeia	onom.
叹词	tàncí	interjection	int.
前缀	qiánzhuì	prefix	pref.
后缀	hòuzhuì	suffix	suf.
成语	chéngyǔ	idiom	idm.
短语	duǎnyǔ	phrase	phr.
主语	zhǔyǔ	subject	S
谓语	wèiyǔ	predicate	P
宾语	bīnyǔ	object	O
定语	dìngyǔ	attributive	Attrib
状语	zhuàngyǔ	adverbial	Adverb
补语	bǔyǔ	complement	C

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项目一 Item 1

语音知识 *Phonetic Knowledge*1. 声母和韵母 (1) *Initials and finals (1)*

(1) 声母表 Table of initials

声母 Initials	国际音标 International Phonetic Alphabet	声母 Initials	国际音标 International Phonetic Alphabet	声母 Initials	国际音标 International Phonetic Alphabet
b	[p]	g	[k]	zh	[tʂ]
p	[p ^h]	k	[k ^h]	ch	[tʂ ^h]
m	[m]	h	[x]	sh	[ʃ]
f	[f]	j	[tɕ]	r	[ʒ]
d	[t]	q	[tɕ ^h]	z	[ts]
t	[t ^h]	x	[ç]	c	[ts ^h]
n	[n]			s	[s]
l	[l]				

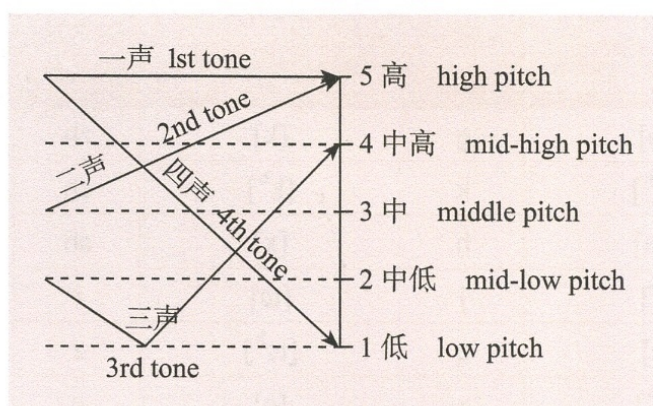
(2) 韵母表 Table of finals

韵母 Finals	开口呼韵母 Open-mouth Finals	齐齿呼韵母 Even-teeth Finals	合口呼韵母 Closed-mouth Finals	撮口呼韵母 Round-mouth Finals
单韵母 Single Finals	-i[ɿ]、-i[ʅ]	i[i]	u[u]	ü[y]
	a[A]	ia[iA]	ua[uA]	
	o[o]		uo[uo]	
	e[ɤ]			
	er[əɾ]	ie[iɛ]		üe[yɛ]

(续表)

韵母 Finals	开口呼韵母 Open-mouth Finals	齐齿呼韵母 Even-teeth Finals	合口呼韵母 Closed-mouth Finals	撮口呼韵母 Round-mouth Finals
复韵母 Compound Finals	ai[ai]		uai[uai]	
	ei[ei]		uei[uei]	
	ao[au]	iao[iau]		
	ou[ou]	iou[iou]		
鼻韵母 Finals with a Nasal Consonant or Consonants	an[an]	ian[ien]	uan[uan]	üan[yan]
	en[ən]	in[in]	uen[uən]	ün[yn]
	ang[aŋ]	iang[iaŋ]	uang[uaŋ]	
	eng[əŋ]	ing[iŋ]	ueng[uəŋ]	
			ong[uŋ]	iong[yŋ]

2. 声调图 Figure of tones



3. 读一读 Let's read

01-01

guójì
① 国际

yǐngxiǎng
② 影响

xiūxi
③ 休息

shǐyòng
④ 使用

jiàgé
⑤ 价格

xìnyòngkǎ
⑥ 信用卡

xiànjīn
⑦ 现金

bǎoxiǎn
⑧ 保险

lǐpéi
⑨ 理赔

二

1. 音节 Syllables

汉语的音节一般由声母、韵母和声调组成，音节开头的辅音是声母，声母后面的部分是韵母，韵母上面的部分是声调。例如，在音节“nǐ”中，“n”是声母，“i”是韵母，“ǐ”是声调。音节也可以没有声母，只有韵母和声调，例如“é”。

A Chinese syllable is usually composed of an initial, a final and a tone. The consonant that starts a syllable is called the initial, the part after the initial is the final, and the part above the final is the tone. For example, in the syllable “nǐ”, “n” is the initial, “i” is the final, and “ˇ” is the tone. Syllables can also have no initials, only finals and tones, such as “é”.

声母 Initials	韵母 Finals	声调 Tone	音节 Syllable
n	i	ˇ	nǐ
b	a	-	bā
d	ian	ˋ	diàn
h	ao	ˇ	hǎo
	e	ˊ	é

2. 声母和韵母 (2) Initials and finals (2)

(1) 声母 Initials: b p m f d t n l g k h

声母 Initials	国际音标 International Phonetic Alphabet	声母 Initials	国际音标 International Phonetic Alphabet	声母 Initials	国际音标 International Phonetic Alphabet
b	[p]	d	[t]	g	[k]
p	[p ^h]	t	[t ^h]	k	[k ^h]
m	[m]	n	[n]	h	[x]
f	[f]	l	[l]		

(2) 开口呼韵母 Open-mouth finals

开口呼韵母 Open-mouth Finals	国际音标 International Phonetic Alphabet	开口呼韵母 Open-mouth Finals	国际音标 International Phonetic Alphabet	开口呼韵母 Open-mouth Finals	国际音标 International Phonetic Alphabet
-i	[ɿ]	ai	[ai]	an	[an]
-i	[ʅ]	ei	[ei]	en	[ən]
a	[A]	ao	[au]	ang	[aŋ]
o	[o]	ou	[ou]	eng	[əŋ]
e	[ɤ]				
er	[ər]				

3. 声调 Tones

汉语是有声调的语言，声调不同，意义就可能不一样。

汉语普通话有四个基本声调。标识声调的符号有四个：“-”表示第一声，“ˊ”表示第二声，“ˇ”表示第三声，“ˋ”表示第四声。调号标在主要元音的上边，例如：mā、má、mǎ、mà。

Chinese is a tonal language. Different tones may result in different meanings.

There are four basic tones in Mandarin Chinese. They are marked as “ˉ” (the 1st tone), “ˊ” (the 2nd tone), “ˇ” (the 3rd tone), and “ˋ” (the 4th tone) respectively. Tones are marked above the main vowel. For example, “mā”, “má”, “mǎ”, “mà”.

4. 读一读 Let's read



01-02

① bǎozhèngjīn
保证金

② xìnyòng édù
信用额度

③ bǎoxiǎn
保险

④ fùkuǎn
付款

⑤ qīxiàn
期限

⑥ bǎoguǎn
保管

⑦ yōngdǔ
拥堵

⑧ duìhuàn
兑换

⑨ hùzhàohào
护照号

三

1. 声母和韵母 (3) Initials and finals (3)

(1) 声母 Initials: zh ch sh r z c s

声母 Initials	国际音标 International Phonetic Alphabet	声母 Initials	国际音标 International Phonetic Alphabet
zh	[tʂ]	z	[ts]
ch	[tʂʰ]	c	[tʂʰ]
sh	[ʃ]	s	[s]
r	[ʐ]		

(2) 合口呼韵母 Closed-mouth finals

合口呼韵母 Closed- mouth Finals	国际音标 International Phonetic Alphabet	合口呼韵母 Closed- mouth Finals	国际音标 International Phonetic Alphabet	合口呼韵母 Closed- mouth Finals	国际音标 International Phonetic Alphabet
u	[u]	uai	[uai]	uang	[uaŋ]
ua	[ua]	uei	[uei]	ueng	[ueŋ]
uo	[uo]	uan	[uan]	ong	[uŋ]
		uen	[uən]		

2. 轻声 Neutral tone

汉语里有些音节不带声调，念得又短又轻，拼写时不标号，这种念得又短又轻的声调叫轻声。例如：爸爸 (bàba, dad)、妈妈 (māma, mom)。

Some syllables in Chinese don't have tones and are pronounced short and lightly, which are known as neutral tone. For example, “爸爸” (bàba, dad), “妈妈” (māma, mom).

3. 读一读 Let's read



① xiūxi 休息

② xíngli 行李

③ zhīshi 知识

④ zěnmē 怎么

⑤ xièxiè 谢谢

⑥ wèi shénme 为什么

四

1. 声母和韵母 (4) Initials and finals (4)

(1) 声母 Initials: j q x

声母 Initial	国际音标 International Phonetic Alphabet	声母 Initial	国际音标 International Phonetic Alphabet	声母 Initial	国际音标 International Phonetic Alphabet
j	[tɕ]	q	[tɕʰ]	x	[ɕ]

(2) 齐齿呼、撮口呼韵母 Even-teeth finals and round-mouth finals

齐齿呼韵母 Even-teeth finals

齐齿呼韵母 Even-teeth Final	国际音标 International Phonetic Alphabet	齐齿呼韵母 Even-teeth Finals	国际音标 International Phonetic Alphabet	齐齿呼韵母 Even-teeth Finals	国际音标 International Phonetic Alphabet
i	[i]	ia	[iA]	ian	[iɛn]
		ie	[iɛ]	in	[in]
		iao	[iau]	iang	[iaŋ]
		iou	[iou]	ing	[iŋ]

撮口呼韵母 Round-mouth finals

撮口呼韵母 Round- mouth Final	国际音标 International Phonetic Alphabet	撮口呼韵母 Round- mouth Final	国际音标 International Phonetic Alphabet	撮口呼韵母 Round- mouth Finals	国际音标 International Phonetic Alphabet
ü	[y]	üe	[yɛ]	üan	[yan]
				ün	[yn]
				iong	[yŋ]

2. 听读辨音 Listen, read and discriminate the pronunciation.



j—zh

q—ch

x—sh

ju—zhu

qu—chu

xu—shu

ji—zhi

jie—zhe

jia—zha

jin—zhen

jiu—zhou

qi—chi

qian—chan

qiao—chao

qin—chen

qing—cheng

xi—shi

xian—shan

xie—she

xing—sheng

xiang—shang

3. 听读辨调 Listen, read and discriminate the tones



01-05

yuè—yuē

jiā—jià

qī—qǐ

xué—xuè

yǔ—yú

jiǔ—jiù

qián—qiǎn

xī—xǐ

yīng—yǐng

jīn—jǐn

qù—qǔ

xiè—xiě

yòu—yǒu

jìng—jǐng

qǐng—qīng

xíng—xìng

yān—yán

jiāng—jiàng

qiū—qiú

xiǎo—xiào

4. 读一读 Let's read



01-06

① jiàgé 价格

② qítā 其他

③ xìnyòngkǎ 信用卡

④ jiānkòng 监控

⑤ jīngcǎi 精彩

⑥ xiànjīn 现金

⑦ yājīn 押金

⑧ yìyuàn 意愿

⑨ jùjué 拒绝

五

1. 拼音规则 (1) Spelling rules (1)

i、u、ü 单独构成音节时，分别写作 yi、wu、yu。

When “i”, “u” or “ü” forms a syllable by itself, the syllable is respectively written as yi, wu, and yu.

2. 三声变调 Third-tone sandhi

两个三声音节连读时，前一个三声声调读二声。例如：

When a third-tone syllable is followed by another third-tone syllable, the third tone in the first syllable is pronounced as the second tone. For example:

nǐ hǎo 读作 ní hǎo

Fǎyǔ 读作 Fáyǔ

3. “不”的变调 Tone sandhi of “不”

“不”本调是第四声。“不”在第一声、第二声、第三声前面时，声调不变；在第四声前面时，读第二声。例如：

The original tone of “不” is the fourth tone. The tone doesn't change when “不” is followed by a first-

tone, second-tone or third-tone syllable, but it becomes the second tone when “不” is followed by a fourth-tone. For example:

$$\begin{array}{l} \text{不 bù} + \begin{cases} \text{吃 chī} \\ \text{来 lái} \\ \text{好 hǎo} \\ \text{是 shì} \end{cases} = \begin{cases} \text{不 + 吃} \\ \text{不 + 来} \\ \text{不 + 好} \\ \text{不 + 是} \end{cases} \end{array} \quad \begin{array}{l} \text{bù chī} \\ \text{bù lái} \\ \text{bù hǎo} \\ \text{bù shì} \end{array}$$

4. 读下面的词语，并在“bu”上边标上声调

Read the following words put the tone marks above “bu”



不喝 bu hē	不吃 bu chī	不多 bu duō
不学 bu xué	不想 bu xiǎng	不小 bu xiǎo
不买 bu mǎi	不看 bu kàn	不去 bu qù
不对 bu duì	不累 bu lèi	不要 bu yào
不漂亮 bu piàoliang	不客气 bu kèqì	不上网 bu shàngwǎng
不新鲜 bu xīnxiān	不知道 bu zhīdào	不开门 bu kāimén

5. 读一读 Let's read



① dǎoyóu 导游	② yǎnchū 演出	③ liúliàng 流量
④ zhùyì 注意	⑤ bàojǐng 报警	⑥ xiāofèi 消费
⑦ bú zhùyì 不注意	⑧ bú bàojǐng 不报警	⑨ bù xiāofèi 不消费

六

1. 拼写规则 (2) Spelling rules (2)

(1) 以 i 开头的韵母自成音节时，除了 in、ing 前加 y 外，其他均是把 i 写作 y。

When finals starting with i form syllables on their own, i is written as y, except in in and ing, where y is added at the beginning.

ia→ya	ie→ye
iao→yao	iou→you
ian→yan	iang→yang
iong→yong	
in→yin	ing→ying

(2) 以 u 开头的韵母自成音节时，u 写作 w。

When finals starting with u form syllables on their own, u is written as w.

ua→wa	uo→wo
-------	-------

uai→wai

uei→wei

uan→wan

uen→wen

uang→wang

ueng→weng

(3) 以 ü 开头的韵母自成音节时, ü 前面加上 y, 去掉 ü 上的两点。

When finals starting with ü form syllables on their own, y is used before ü, and the two dots above ü are removed.

üe→yue

üan→yuan

ün→yun

2. 读一读 Let's read

01-09

wúzhèng tānfàn

① 无证 摊贩

Jīnbīan Wánggōng

② 金边 王宫

wēixiǎn

③ 危险

wàimiàn

④ 外面

wèishēngjiān

⑤ 卫生间

wàihuì

⑥ 外汇

sān yuè

⑦ 三月

yùnnchē

⑧ 晕车

yuánlín

⑨ 园林

七

1. 拼写规则 (3) Spelling rules(3)

ü 或者以 ü 开头的韵母跟 j、q、x 相拼的时候, 省略 ü 上边的两点, 写成 ju、qu、xu、jue、que、xue、juan、quan、xuan、jun、qun、xun。跟 n、l 相拼的时候, ü 上边的两点不能省略, 写成 nü、lǜ、lüe、nüe。

When ü or a final beginning with ü is combined with j, q or x, the two dots above ü are removed and ü is written as u as in ju, qu, xu, jue, que, xue, juan, quan, xuan, jun, qun, xun. When combined with n or l, the two dots above ü cannot be removed. For example, nü, lǜ, lüe, and nüe.

2. “一”的变调 Tone sandhi of “一”

数词“一”本调是第一声。“一”后边的音节是第一声、第二声、第三声时, “一”读作“yì”; “一”后边的音节是第四声时, “一”读作“yí”。例如:

The original tone of the numeral 一 is the first tone. 一 is pronounced as yì when it is followed by a first-tone, second-tone or third-tone syllable. It is read as yí when it is followed by a fourth-tone syllable. For example:

一斤 yì jīn

一台 yì tái

一种 yì zhǒng

一个 yí gè

3. 读一读 Let's read

01-10

jūzhùzhèng

① 居住证

shíqū

② 时区

xūyào

③ 需要

xúnwèn

④ 询问

quēshǎo

⑤ 缺少

xuānchuán

⑥ 宣传

yí cè

⑦ 一册

yì wǎn

⑧ 一晚

yì chē

⑨ 一车

八

1. 拼写规则 (4) Spelling rules (4)

iou、uei、uen 前面有声母时，写成 iu、ui、un。例如：

iou, uei or uen is written as iu, ui or un after an initial. For example:

n + iou → n + iu → niu

g + uei → g + ui → gui

l + uen → l + un → lun

2. 儿化 Erhua

卷舌元音 er 与其他韵母结合，使韵母带上卷舌色彩，这种现象称为“儿化”，卷舌的韵母称为“儿化韵”。“儿化”具有区别词义、区分词性和表示细小、轻松或亲切、喜爱的感情色彩的作用。儿化时，“儿”与前面的韵母读成一个音节。拼写时在前面韵母末尾加上“r”，汉字写法是在原来的汉字后边加“儿”。例如：

The combination of a retroflex vowel er with a final is called “*erhua*”, and the final is called “*erhua* final”. “*Erhua*” is used to discriminate word meanings and parts of speech, and express being very small, relaxed, or affectionate. The “*er*” at the end is pronounced together with the syllable before it. In spelling, an “*r*” is added to the end of the syllable before it, and “*儿*” is added to the end of the original Chinese character. For example:

nǎ + er → nǎr (哪儿)

zhè + er → zhèr (这儿)

3. 读一读 Let's read



01-11

guīzé

① 规则

qìwēn

② 气温

lúnchuán

③ 轮船

niǔdài

④ 纽带

lùndiǎn

⑤ 论点

qīngguǐ

⑥ 轻轨

míngpái

⑦ 名牌儿

yìdiǎnr

⑧ 一点儿

liáotiānr

⑨ 聊天儿

九

1. 拼写规则 (5): 隔音符号的用法 Spelling rules (5): the usage of the syllable-dividing mark

a、o、e 开头的音节连接在其他音节后边的时候，如果音节的界限发生混淆，要使用隔音符号“ ’ ” 隔开。例如：

When a syllable beginning with *a*, *o*, or *e* comes after another syllable and there is ambiguity in the boundaries of syllables, the syllable-dividing mark “ ’ ” is used. For example,

xī + ān → *xiān* (先) *Xī'ān* (西安)
pí + āo → *piǎo* (漂) *pí'ǎo* (皮袄)

2. 读一读 Let's read

01-12

fāng'àn
① 方案

fān'àn
② 翻案

kù'ài
③ 酷爱

yú'é
④ 余额

dàng'àn
⑤ 档案

yòu'éryuán
⑥ 幼儿园

十

1. 声调的标写 Marking of tones

声调标写在一个音节的主要元音上，按照 *a*、*o*、*e*、*i*、*u*、*ü* 的先后顺序标调。韵母 *iu*、*ui* 的声调标在后一个元音上，声调标在 *i* 上面时，*i* 上的小点要省去。例如：

The tone mark is written above the main vowel of a syllable. The tone is marked according to the following order: *a*, *o*, *e*, *i*, *u*, *ü*. For the vowels *iu* and *ui*, the tone mark is written above the latter vowel.

When the tone mark is placed on *i*, the dot on the top of *i* is omitted. For example:

dà mén duō lèi xué shuǐ niú xīn
 大 门 多 累 学 水 牛 心

2. 读一读 Let's read

01-13

dìzhǐ
① 地址

lǐpéi
② 理赔

ānquán
③ 安全

shěncá
④ 审查

qīxiàn
⑤ 期限

shēnglǐ
⑥ 生理

bǎoxiǎn
⑦ 保险

shǒudū
⑧ 首都

ānpái
⑨ 安排

项目二 Item 2

汉字笔画与笔顺 Strokes and Stroke Orders of Chinese Characters

1. 汉字的笔画 (1) Strokes of Chinese characters (1)

笔画 Strokes	名称 Names	例字 Examples
一	横 héng	二
丨	竖 shù	十
ノ	撇 piě	人
㇏	捺 nà	八

2. 汉字的笔顺 (1) Stroke orders of Chinese characters (1)

规则 Rules	例字 Examples	笔顺 Stroke orders
先横后竖 Horizontal strokes before vertical strokes	十	一 十
先撇后捺 Left-falling strokes before right-falling strokes	人 八	ノ 人 ノ 八

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

èr yuè shí rén bā gè rén rén
二月 十人 八个 人人

二	月									十	人								
八	个									人	人								

二

1. 汉字的笔画 (2) Strokes of Chinese characters (2)

笔画 Strokes	名称 Names	例字 Examples
丶	点 diǎn	六
㇇	横折 héngzhé	口、日、五
㇏	竖折 shùzhé	山
㇚	撇折 piězhé	么

2. 汉字的笔顺 (2) Stroke orders of Chinese characters (2)

规则 Rules	例字 Examples	笔顺 Stroke orders
先上后下 Upper strokes before lower strokes	三	一 二 三
先左后右 Left-side strokes before right-side strokes	人	丿 人

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

liù yuè shénme rìyòng shānjǐng
六月 什么 日用 山景

六	月									什	么								
日	用									山	景								

三

1. 汉字的笔画 (3) Strokes of Chinese characters (3)

笔画 Strokes	名称 Names	例字 Examples
㇀	横钩 hénggōu	买
㇀	竖钩 shùgōu	小
㇀	弯钩 wāngōu	子
㇀	竖弯钩 shùwāngōu	七

2. 汉字的笔顺 (3) Stroke orders of Chinese characters (3)

规则 Rules	例字 Examples	笔顺 Stroke orders
先中间后两边 Strokes in the middle before those on both sides	小	丨 丿 小
先外边后里边 Outside strokes before inside strokes	问	丶 丨 门 问 问 问

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

mǎimai érzǐ qī yuè xiǎohuǒr
买卖 儿子 七月 小伙儿

买	卖									儿	子								
七	月									小	伙	儿							

四

1. 汉字的笔画 (4) Strokes of Chinese characters (4)

笔画 Strokes	名称 Names	例字 Examples
㇀	提 tí	习
㇀	竖提 shùtí	衣
㇀	横折提 héngzhétí	语
㇀	撇点 piědiǎn	女

2. 汉字的笔顺 (4) Stroke orders of Chinese characters (4)

规则 Rule	例字 Examples	笔顺 Stroke orders
先外后里再封口 Outside strokes before inside strokes, and then sealing strokes	国 日	1 冂 冂 冂 冂 冂 冂 冂 1 冂 冂 冂

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

xísú yīfu yǔyán guójí
习俗 衣服 语言 国籍

习	俗									衣	服								
语	言									国	籍								

五

1. 汉字的笔画 (5) Strokes of Chinese characters (5)

笔画 Strokes	名称 Names	例字 Examples
㇏	斜钩 xiégōu	我
㇚	卧钩 wògōu	心
㇇	横折钩 héngzhégōu	问
㇚	横折弯钩 héngzhéwāngōu	几

2. 汉字的结构 (1) Structures of Chinese characters (1)

结构类型 Structure type	例字 Examples	结构图示 Illustration
独体结构 Independent structure	生 不	

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

wǒmen xīnyuàn wènhǎo jǐ gè
我们 心愿 问好 几个

我	们							心	愿										
问	好							几	个										

六

1. 汉字的笔画 (6) Strokes of Chinese characters (6)

笔画 Strokes	名称 Names	例字 Examples
㇚	横撇弯钩 héngpiěwāngōu	部
㇚	横折折折钩 héngzhézhézhéghōu	奶

2. 汉字的结构 (2) Structures of Chinese characters (2)

结构类型 Structure type	例字 Example	结构图示 Illustration
品字形结构 品-shaped structure	品	

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

bùmén niúǎi pǐncháng pǐnwèi
部门 牛奶 品尝 品位

部	门									牛	奶								
品	尝									品	位								

七

1. 汉字的笔画 (7) Strokes of Chinese characters (7)

笔画 Strokes	名称 Names	例字 Examples
㇀	竖折折钩 shùzhézhéngōu	马
㇇	横折斜钩 héngzhéxiégōu	风

2. 汉字的结构 (3) Structures of Chinese characters (3)

结构类型 Structure types	例字 Examples	结构图示 Illustrations
上下结构 Top-bottom structure	爸 节	
上中下结构 Top-middle-bottom structure	意	

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

mǎshàng fēngjǐng xuéxí yìsi
马上 风景 学习 意思

马	上									风	景								
学	习									意	思								

九

1. 汉字的笔画 (9) Strokes of Chinese characters (9)

笔画 Strokes	名称 Names	例字 Examples
3	横折折撇 héngzhézhépiě	延、建
4	竖折撇 shùzhépiě	专

2. 汉字的结构 (5) Structures of Chinese characters (5)

结构类型 Structure types	例字 Examples	结构图示 Illustrations
全包围结构 Fully-enclosed structure	国	

sìjì mòshōu yínháng fàndiàn
四季 没收 银行 饭店

四	季							没	收						
银	行							饭	店						

(续表)

结构类型 Structure types	例字 Examples	结构图示 Illustrations
半包围结构 Semi-enclosed structure	医 边 问 唐 凶	    

3. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

yùnyíng dào lù zhuān mén yī yuàn
运营 道路 专门 医院

运	营									道	路								
专	门									医	院								

项目三 Item 3

汉字偏旁与结构 Radicals and Structures of Chinese Characters

1. 汉字的偏旁 (1) Radicals of Chinese characters (1)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
口	吗	口 + 马	
	呢	口 + 尼	
	哪	口 + 那	
	吃	口 + 乞	
	啊	口 + 阿	
	叫	口 + 丩	
口	国	口 + 玉	
	图	口 + 冬	

(续表)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
女	妈	女 + 马	
	她	女 + 也	
	姓	女 + 生	
	娜	女 + 那	
亻	你	亻 + 尔	
	他	亻 + 也	
	们	亻 + 门	
	作	亻 + 乍	
	什	亻 + 十	
	做	亻 + 故	
日	时	日 + 寸	
	晚	日 + 免	
	明	日 + 月	
	早	日 + 十	
	星	日 + 生	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

nǎlǐ xìngmíng shíchā jiànkāng shēnmíngkǎ
哪里 姓名 时差 健康 申明卡

哪	里							国	籍						
姓	名							时	差						
健	康	申	明	卡											

二

1. 汉字的偏旁 (2) Radicals of Chinese characters (2)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
氵	汽	氵 + 气	
	法	氵 + 去	
	汉	氵 + 又	
	洗	氵 + 先	
	澡	氵 + 澡	
	没	氵 + 殳	
讠	语	讠 + 吾	
	课	讠 + 果	
	请	讠 + 青	
	谢	讠 + 射	
	词	讠 + 司	
	谁	讠 + 隹	
	认	讠 + 人	
	识	讠 + 只	
艹	节	艹 + 卩	
	英	艹 + 央	
	花	艹 + 化	
	苹	艹 + 平	
	蕉	艹 + 焦	
辶	远	辶 + 元	
	这	辶 + 文	
	运	辶 + 云	
	道	辶 + 首	
辶	边	辶 + 力	
	选	辶 + 先	
	还	辶 + 不	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

yóulǎn shèshī róngxìng dǐdá yùnyíngshāng
游览 设施 荣幸 抵达 运营商

浏	览									设	施								
荣	幸									抵	达								
运	营	商																	

三

1. 汉字的偏旁 (3) Radicals of Chinese characters (3)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
扌	打	扌 + 丁	
	拾	扌 + 合	
	报	扌 + 艮	
	找	扌 + 戈	
	排	扌 + 非	
	搬	扌 + 般	
木	树	木 + 对	
	机	木 + 几	
	极	木 + 及	
	杯	木 + 不	
	校	木 + 交	
	样	木 + 羊	
纟	经	纟 + 至	
	红	纟 + 工	
	绿	纟 + 录	
	绒	纟 + 戎	

(续表)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
心	怎	乍 + 心	
	想	相 + 心	
	态	太 + 心	
	感	咸 + 心	
	您	你 + 心	
足	路	足 + 各	
	跟	足 + 艮	
	踢	足 + 易	
	跑	足 + 包	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

yājīn xiāngchà jiǎonà gǎnxiè
押金 相差 缴纳 感谢

押	金									相	差								
缴	纳									感	谢								

四

1. 汉字的偏旁 (4) Radicals of Chinese characters (4)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
阝 (左)	阿	阝 + 可	
	院	阝 + 完	
	陪	阝 + 音	

(续表)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
宀	宿	宀 + 佰	
	家	宀 + 豕	
	安	宀 + 女	
	室	宀 + 至	
	客	宀 + 各	
	字	宀 + 子	
	定	宀 + 疋	
又	对	又 + 寸	
	难	又 + 隹	
	欢	又 + 欠	
	友	ナ + 又	
月	朋	月 + 月	
	服	月 + 艮	
	脑	月 + 囟	
	期	其 + 月	
钅	银	钅 + 艮	
	错	钅 + 昔	
	钱	钅 + 戈	
	钟	钅 + 中	
王	玩	王 + 元	
	现	王 + 见	
	球	王 + 求	
	班	王 + 丿 + 王	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

qīxiàn 期限 zhùsù 住宿 yǒuhǎo 友好 fúwù 服务 xiànjīn 现金 yínhángkǎ 银行卡

期	限									住	宿								
友	好									服	务								
现	金									银	行	卡							

五

1. 汉字的偏旁 (5) Radicals of Chinese characters (5)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
巾	帽 帮 带	巾 + 冒 邦 + 巾 巾 + 一 + 巾	  
广	店 床 麻 应	广 + 占 广 + 木 广 + 林 广 + 亼	   
小	少	小 + 丿	
尪	光 当 尝	尪 + 兀 尪 + 丩 尪 + 一 + 云	  
八	分 公 共 兴 典	八 + 刀 八 + 厶 艹 + 八 兴 + 八 典 + 八	    

(续表)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
刂	到	至 + 刂	
	刻	亥 + 刂	
	别	另 + 刂	
	制	制 + 刂	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

shāngdiàn dàodá quánlì gōnggòng
商店 到达 全力 公共

商	店									到	达								
全	力									公	共								

六

1. 汉字的偏旁 (6) Radicals of Chinese characters (6)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
竹	笔	竹 + 毛	
	篮	竹 + 监	
	箱	竹 + 相	
	等	竹 + 寺	
	管	竹 + 官	
	简	竹 + 间	
	第	竹 + 弟	
灬	然	然 + 灬	
	点	占 + 灬	
	热	执 + 灬	
	黑	里 + 灬	
	照	昭 + 灬	

(续表)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
衤	衬	衤 + 寸	
	衫	衤 + 彡	
	裤	衤 + 库	
雨	需	雨 + 而	
	雪	雨 + ㇿ	
	零	雨 + 令	
土	城	土 + 成	
	地	土 + 也	
	场	土 + 彡	
	坏	土 + 不	
	去	土 + 厶	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

qiānfā bǎoguǎn xūyào tiánxiě zūlìndiǎn
签发 保管 需要 填写 租赁点

签	发									保	管								
需	要									填	写								
租	赁	点																	

七

1. 汉字的偏旁 (7) Radicals of Chinese characters (7)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
走	超	走 + 召	
	趣	走 + 取	
	起	走 + 己	
	趟	走 + 尚	

(续表)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
忄	忙	忄 + 亡	
	快	忄 + 夊	
	慢	忄 + 曼	
	惯	忄 + 贯	
	情	忄 + 青	
攵	教	孝 + 攵	
	收	丩 + 攵	
	数	娄 + 攵	
	放	方 + 攵	
饣	馆	饣 + 官	
	饭	饣 + 反	
	饺	饣 + 交	
	饼	饣 + 并	
	饿	饣 + 我	
禾	和	禾 + 口	
	种	禾 + 中	
	租	禾 + 且	
	季	禾 + 子	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

cānyǐn gǎnjǐn shùliàng jìjié
餐饮 赶紧 数量 季节

餐	饮									赶	紧								
数	量									季	节								

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
门	问	门 + 口	
	闻	门 + 耳	
	间	门 + 日	
	闹	门 + 市	
疒	病	疒 + 丙	
	瘦	疒 + 叟	
冂	网	冂 + ㇏	
	同	冂 + 舌	
	冈	冂 + 乂	
车	辆	车 + 两	
	轻	车 + 圣	
	较	车 + 交	
	辅	车 + 甫	
贝	费	弗 + 贝	
	赛	寒 + 贝	
	贵	虫 + 贝	

wǎnglào	xiāofèi	tānfàn	bǐjiào	wèishēngjiān
网络	消费	摊贩	比较	卫生间

[illegible]

九

1. 汉字的偏旁 (9) Radicals of Chinese characters (9)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
耳	聊	耳 + 卯	
	职	耳 + 只	
	取	耳 + 又	
	联	耳 + 关	
欠	歌	哥 + 欠	
	歉	兼 + 欠	
	欢	又 + 欠	
讠	冷	讠 + 令	
	准	讠 + 隹	
	次	讠 + 欠	
彳	行	彳 + 亍	
	得	彳 + 得	
	律	彳 + 聿	
	很	彳 + 艮	

2. 认读下列词语, 并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

huānyíng zhǔnbèi lǚxíng liáotiānr
欢迎 准备 旅行 聊天儿

欢	迎									准	备								
旅	行									聊	天	儿							

十

1. 汉字的偏旁 (10) Radicals of Chinese characters (10)

偏旁 Radicals	例字 Examples	部件组合 Combinations	结构图示 Illustrations
穴	空	穴 + 工	
	突	穴 + 犬	
	穿	穴 + 牙	
田	男	田 + 力	
	累	田 + 糸	
	思	田 + 心	
	备	夂 + 田	
	留	卯 + 田	
力	加	力 + 口	
	动	云 + 力	
	努	奴 + 力	
牛	物	牛 + 勿	
	特	牛 + 寺	

2. 认读下列词语，并试着读写构成词语的汉字 Recognize the following words, and try to read and write the Chinese characters forming these words

tūrán tèbié jiāshí tíngliú
突然 特别 加时 停留

突	然								特	别							
加	时								停	留							

项目一 Item 1

出入境知识与手续 *Knowledge and Procedures for Exit and Entry*

题解 Introduction

1. 学习内容：出入境的基本知识和出入境程序。

Learning content: The basic knowledge and procedures for exit and entry.

2. 知识目标：掌握与接待旅游团入境有关的核心词语及表述。

Knowledge objectives: To acquire the core words and expressions related to receiving inbound tourist groups.

3. 技能目标：能帮助游客正确填写入境卡和健康申报卡，顺利出入海关。

Skill objective: To be able to fill in the entry card and health declaration card correctly and enter or exit customs successfully.



一、热身 rèshēn Warm-up

1. 给词语选择对应的图片。 Choose the corresponding pictures for the words.

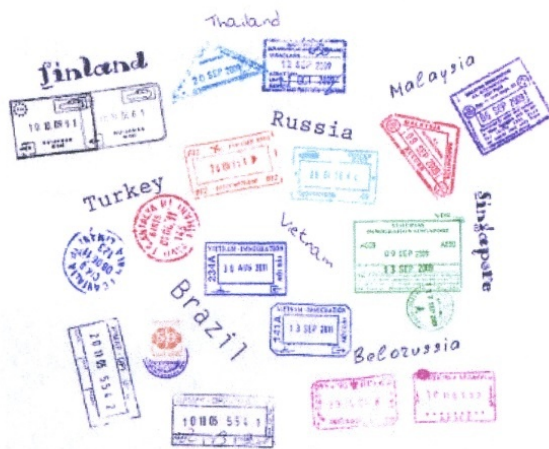


A.

C.

中国公民因私出国(境)申请表

B.



D.

qiānzhèng

① 签证

visa

hùzhào

③ 护照

passport

rùjìngkǎ

② 入境卡

entry card

chūjìng shēnqǐngbiǎo

④ 出境 申请表

exit application form

2. 观看介绍出入境红色通道和绿色通道的视频，判断下列情况应该走哪个通道。

Watch the video introducing the Red Channel GOODS TO DECLARE channel and the Green Channel NOTHING TO DECLARE channel, and tell which channel should be taken in the following situations.



hóngsè tōngdào
A. 红色通道
GOODS TO DECLARE



lǜsè tōngdào
B. 绿色通道
NOTHING TO DECLARE

Lǐ Huá xínglǐ lǐ dài le 1 tiáo xiāngyān.
① 李华行李里带了1条香烟。()
Li Hua has 1 carton of cigarettes in his luggage.

Wáng Dōng chíyǒu wàijiāo qiānzhèng.
② 王东持有外交签证。()
Wang Dong has a diplomatic visa.

Zhāng Qiáng xínglǐ lǐ yǒu dānjià chāoguò 5000 yuán rénminbì de zhàoxiāngjī.
③ 张强行李里有单价超过5000元人民币的照相机。()
There are cameras with a unit price exceeding 5000 RMB in Zhang Qiang's luggage.

Zhào Yún xínglǐ lǐ yǒu 5 gēn jīntiáo.
④ 赵云行李里有5根金条。()
Zhao Yun has five gold bars in his luggage.

Wáng Fāng xínglǐ lǐ yǒu yì píng máotáijiǔ.
⑤ 王方行李里有一瓶茅台酒。()
Wang Fang has a bottle of Maotai in his luggage.

Lǐ Dān chíyǒu lǐyù qiānzhèng.

⑥ 李丹持有礼遇签证。()

Li Dan has a courtesy visa.

二、课文 kèwén Texts

A 02-01

dǎoyóu: Huānyíng láidào Jiǎnpǔzhài, rùjìng qián qǐng nín tiánxiě rùjìngkǎ.

导游: 欢迎来到柬埔寨, 入境前请您填写入境卡。

yóukè: Hǎo de, wǒ kàn bu dǒng Jiǎnpǔzhàiyǔ hé Yīngyǔ, néng qǐng nín bāngmáng ma?

游客: 好的, 我看不懂柬埔寨语和英语, 能请您帮忙吗?

dǎoyóu: Hǎo de, nín xiān zài zhèlǐ tiánxiě xìngmíng, chūshēng dìdiǎn hé rìqī. Jiē xiàlai tiánxiě

导游: 好的, 您先在这里填写姓名、出生地点和日期。接下来填写

guójí, hùzhàohào, hángbānhào, láizì hé chù, qiānzhèng lèixíng, qiānfā dìdiǎn.

国籍、护照号、航班号、来自何处、签证类型、签发地点。

Zuìhòu tiánxiě rùjìng mùdì, tíngliú tiān shù hé zài Jiǎnpǔzhài jūzhù de dìzhǐ.

最后填写入境目的、停留天数和在柬埔寨居住的地址。

yóukè: Wǒ tiánhǎo le, hái yǒu shénme xūyào wǒ tiánxiě ma?

游客: 我填好了, 还有什么需要我填写吗?

dǎoyóu: Hǎiguān shēnbàobiǎo.

导游: 海关申报表。

 សហគមន៍កម្ពុជាប្រទេសកម្ពុជា / IMMIGRATION CARD / 移民卡
សូមបំពេញជាមួយអ្នកទាំងអស់គ្នា / PLEASE COMPLETE IN CAPITAL LETTERS / 请用大写字母填写

គោត្តនាម / 姓氏: _____ ភេទ / Gender / 性别: ☐ ប្រុស / M / 男 ☐ ស្រី / F / 女

នាម / Given Name / 名字: _____

ថ្ងៃខែ/ឆ្នាំកំណើត / DO / MM / YY / 出生日期: _____ សញ្ជាតិ / Nationality / 国籍: _____

លិខិតឆ្លងដែន/ឯកសារធ្វើដំណើរ / Passport N° / 护照/旅行证件号码: _____

មធ្យោបាយធ្វើដំណើរលេខ / Flight-Car/Ship-Train N° / 航班号: _____

មកពី / From / 来自: _____ ទីក្រុងចុងក្រោយ / Final City / 最终目的地: _____

គោលបំណងធ្វើដំណើរ / Purpose of Travel / 旅行目的: _____ រយៈពេលស្នាក់នៅ / Length of Stay / 停留时间: _____

សូមជ្រើសរើសប្រភេទទិដ្ឋភាពប្រវត្តិសាស្ត្រស្នាក់នៅ (ប្រសិនបើមាន) / Please Choose a Visa Type if required (if available) / 请选择签证类型 (如果有)

☐ ទិដ្ឋភាពទេសចរណ៍ / Tourist Visa / 旅游签证 ☐ ទិដ្ឋភាពពិសេស / Special Visa (Khmer Origin Only) / 特殊签证

☐ ទិដ្ឋភាពធម្មតា / Ordinary Visa / 普通签证 ☐ ទិដ្ឋភាពផ្សេងៗ / Other Visa / 其他签证

លេខទិដ្ឋភាព (បើមាន) / Visa N° (if available) / 签证号码 (如果有): _____

ទូរស័ព្ទ/អ៊ីម៉ែល / Telephone N° / Email / 电话/电邮: _____

អាសយដ្ឋាននៅកម្ពុជា / Address in Cambodia / 柬埔寨地址: _____

ខ្ញុំសូមបញ្ជាក់ថាព័ត៌មានដែលបានបំពេញខាងលើគឺត្រឹមត្រូវតាមពិតប្រាកដ។
I declare that the information given on this card is complete and correct.
我声明: 本卡中所提供信息完整且正确

សម្រាប់ប្រើប្រាស់ផ្លូវការ / FOR OFFICIAL USE / 仅供官方使用

កាលបរិច្ឆេទ / Date / 日期: DD / MM / YY
ហត្ថលេខា / Signature / 签字: _____

译文 yìwén Text in English

Tour Guide: Welcome to Cambodia. Please fill in the entry card before arrival.

Traveller: OK. I don't know Cambodian and English. Can you help me?

Tour Guide: Ok. Please fill in your name, place and date of birth here. Then, fill in your nationality, passport number, flight number, place of origin, visa type and place of issue. Finally, fill in the purpose of entry, length of stay and address of residence in Cambodia.

Traveller: I've filled it in. Is there anything else I need to fill in?

Tour Guide: Customs declaration form.

普通词语 pǔtōng cíyǔ General Vocabulary



02-02

1. 填写	tiánxiě	v.	fill in
2. 目的	mùdì	n.	purpose
3. 停留	tíngliú	v.	stay
4. 地址	dìzhǐ	n.	address

专业词语 zhuānyè cíyǔ Specialized Vocabulary



02-03

1. 导游	dǎoyóu	n.	tour guide
2. 国籍	guójí	n.	nationality
3. 护照号	hùzhàohào	n.	passport number
4. 航班号	hángbānhào	n.	flight number
5. 签证	qiānzhèng	n.	visa
6. 类型	lèixíng	n.	type
7. 签发	qiānfā	v.	issue
8. 海关申报表	hǎiguān shēnbàobiǎo	phr.	Customs Declaration Form

B 02-04

dǎoyóu: Nǐmen hǎo! Wǒ shì Xiǎo'ài, hěn róngxìng gěi nǐmen dāng dǎoyóu, zài Jiǎnpǔzhài de 6
导游: 你们好! 我是小爱, 很荣幸给你们当导游, 在柬埔寨的6

rì lǚyóu yóu wǒ wèi nǐmen ānpái xíngchéng.
日旅游由我为你们安排行程。

yóukè: Xiǎo'ài, nín hǎo! Xiànzài wǒmen shì qù jiǔdiàn ma?
游客: 小爱, 您好! 现在我们是去酒店吗?

dǎoyóu: Shìde. Wǒmen jīnwǎn zhù Jīnbīan Dà Jiǔdiàn. Wèilái jǐ tiān wǒ jiāng dàilǐng nín cānguān
导游: 是的。我们今晚住金边大酒店。未来几天我将带领您参观

Wúgē Kū, Jīnbiān Wánggōng, Dúlì Jìniànbēi, Zhōngxíng Tǎ hé Bīnjiāng Gōngyuán.
吴哥窟、金边王宫、独立纪念碑、钟形塔和滨江公园。

Qǐng gēn wǒ shàng chē.
请跟我上车。

yóukè: Qǐngwèn xūyào duō cháng shíjiān dào jiǔdiàn?

游客: 请问需要多长时间到酒店?

dǎoyóu: Dàgài 40 fēnzhōng. Nǐmen kěyǐ zài chē shàng xiān xiūxi yíxià.

导游: 大概40分钟。你们可以在车上先休息一下儿。

译文 yìwén Text in English

Tour Guide: Hello! I am Xiao Ai. It is my honor to be your guide. I will arrange your itinerary for your 6-day tour in Cambodia.

Traveller: Hello, Xiao Ai! Are we checking into a hotel now?

Tour Guide: Yes. We'll stay at Phnom Penh Hotel tonight. In the coming days I will take you to Angkor Wat, the Royal Palace in Phnom Penh, the Independence Monument, the Wat Phnom and the Riverside Park. Please follow me to the bus.

Traveller: How long will it take to get to the hotel?

Tour Guide: About 40 minutes. You can have a rest on the bus.

普通词语 pǔtōng cíyǔ General Vocabulary

02-05

1. 荣幸	róngxìng	adj.	honored
2. 带领	dàilǐng	v.	take (sb.) to (a place)
3. 行程	xíngchéng	n.	itinerary
4. 参观	cānguān	v.	visit
5. 跟	gēn	v.	follow
6. 休息	xiūxi	v.	rest

专业词语 zhuānyè cíyǔ Specialized Vocabulary

02-06

1. 吴哥窟	Wúgē Kū	pn.	Angkor Wat
2. 金边王宫	Jīnbiān Wánggōng	pn.	the Royal Palace of Phnom Penh
3. 独立纪念碑	Dúlì Jìniànbēi	pn.	the Independence Monument
4. 钟形塔	Zhōngxíng Tǎ	pn.	the Wat Phnom
5. 滨江公园	Bīnjiāng Gōngyuán	pn.	the Riverside Park

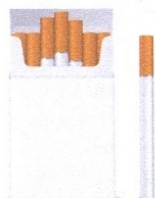
三、视听说 shì-tīng-shuō Viewing, Listening, and Speaking

观看介绍安全检查内容的视频，将违禁物品的序号写在横线上，并说一说哪些物品属于违禁物品。

Watch the video introducing the content of the security check, write the number of prohibited items in the blank, and explain which items are considered prohibited.



qiāngzhī dàn yào
① 枪支 弹药
arms and ammunition



xiāng yān
② 香烟
cigarettes



yì bào wù pǐn
③ 易爆物品
explosives



fǔ shí wù pǐn
④ 腐蚀物品
corrosives



bái jiǔ
⑤ 白酒
liquor



yǒu dú wù pǐn
⑥ 有毒物品
toxic substances



fàng shè xìng wù pǐn
⑦ 放射性物品
radioactive substances



yào pǐn
⑧ 药品
drug

违禁物品: _____
prohibited items

说一说 Let's talk

说出哪些物品属于违禁品。 Practice saying which items are considered prohibited.

四、学以致用 xuéyǐzhìyòng Practicing What You Have Learnt

听录音，了解入境柬埔寨的程序，将下列入境步骤排序。

Listen to the recording to learn the procedures for entering Cambodia and arrange the following steps in order.



- Tiánxiě liǎng zhāng Jiǎnpǔzhài hǎiguān tíngōng de rùjìng dēngjìbiǎo, bāokuò rùjìng yímínkǎ, hǎiguān shēnbàobiǎo.
- A. 填写两张柬埔寨海关提供的入境登记表，包括入境移民卡、海关申报表。

Fill in two entry registration forms provided by the Cambodian Customs, including the immigration card and the customs declaration form.



សាកប័ត្រអច្ឆរិយស័ន / IMMIGRATION CARD / 移民卡

សូមបំពេញប្រព័ន្ធនេះ (PLEASE COMPLETE IN CAPITAL LETTERS) តាមការណែនាំខាងក្រោម

ឈ្មោះ (Surname) _____ ភេទ (Gender) ប្រុស / ប្រុស / ប្រុស

ឈ្មោះ (Given Name) _____ ភេទ (Gender) ប្រុស / ប្រុស / ប្រុស

ថ្ងៃខែឆ្នាំកំណើត (Date of Birth) _____ ជាតិ (Nationality) _____

លេខប័ត្រ (Passport No.) _____ ប្រភេទ (Type of Visa) _____

ចេញពី (From) _____ ទីក្រុងចេញ (City of Origin) _____

គោលបំណងមកកម្ពុជា (Purpose of Visit) _____ ប្រភេទ (Type of Visa) _____

ស្នាក់នៅ (Stay) _____ ប្រភេទ (Type of Visa) _____

ទូរស័ព្ទ (Telephone No.) _____ អ៊ីម៉ែល (Email) _____

អាសយដ្ឋាននៅកម្ពុជា (Address in Cambodia) _____

ខ្ញុំបញ្ជាក់ថាព័ត៌មានដែលបានបំពេញនៅលើកាតនេះគឺពិត និងត្រឹមត្រូវ។
I declare that the information given on this card is complete and correct.

កាលបរិច្ឆេទ (Date) _____ ហត្ថលេខា (Signature) _____

ព្រះរាជាណាចក្រកម្ពុជា ព័ត៌មានអន្តរាគមន៍
GENERAL DEPARTMENT OF CUSTOMS AND EXCISE

ប្រតិបត្តិការអន្តរាគមន៍អន្តរជាតិ (Passenger's Declaration)

ឈ្មោះ (Family Name) លី
ឈ្មោះ (Given Name) ខ្លី មីង
ភេទ (Sex) ប្រុស
ថ្ងៃខែឆ្នាំកំណើត (Date of Birth) 20/12/1990
លេខប័ត្រ (Passport No.) G30123456
ជាតិ (Nationality) ចិន
ស្ថានភាព (Occupation) ពាណិជ្ជករ
លេខហោះហើរ (Flight No.) CA745
ចេញពី (From) ប៊េយ្យិង/ភ្នំពេញ

សូមពិនិត្យ (Please Check)
☐ ទំនិញត្រូវប្រកាស (Goods to declare)
☐ ទំនិញមិនត្រូវប្រកាស (Nothing to declare)

បើមានទំនិញត្រូវប្រកាស សូមបញ្ជាក់នៅលើផ្ទៃក្រោយ។
If you have goods to declare please list them on the reverse side.

ប្រសិនបើមានទំនិញត្រូវប្រកាស ត្រូវបង់ពន្ធនៃសារពើពន្ធ \$10,000 U.S. ឬច្រើនជាងនេះ។
If you are carrying foreign currency or monetary instruments over \$10,000 U.S. or its equivalent, please declare.

ខ្ញុំបញ្ជាក់ថាព័ត៌មានដែលបានបំពេញនៅលើកាតនេះគឺពិត និងត្រឹមត្រូវ។
I certify that all statements on this declaration are true and correct.

ហត្ថលេខា (Signature) ខ្លី មីង
កាលបរិច្ឆេទ (Date) 18 ខែ ធ្នូ ឆ្នាំ 2014

បើមានសំណួរ សូមសួរមន្ត្រីអន្តរាគមន៍។
If you have any question, please ask a customs officer.

- Tíqǔ hángyùn xínglǐ.
- B. 提取 航空行李。
Claim checked baggage.
- Rú xū bàn luòdìqiān, dàodá jīchǎng hòu, qiánwǎng bànlǐ qiānzhèng chuāngkǒu bànlǐ, rú yǐjīng bànlǐ qiānzhèng, dào rùjìngchù bànlǐ chūguān.
- C. 如需办落地签，到达机场后，前往办理 签证 窗口 办理，如已经办理 签证，到入境处办理 出关。
- If you need to apply for a visa on arrival, go to the visa processing window after arriving at the airport.
If you already have a visa, go to the immigration counter for clearance.
- Zhǔnbèi hùzhào, qiānzhèng hé měiyuán xiànjīn.
- D. 准备 护照、签证 和 美元 现金。
Prepare your passport, visa, and US Dollar cash.



1

2

3

4

五、小知识 xiǎo zhīshi Tips

Chūjìng xiǎo zhīshi 出境小知识

Gēnjù Zhōngguó hǎiguān guīdìng, měi rén měi cì chūjìng kě xiédài xiànjīn bù néng chāoguò
根据中国海关规定，每人每次出境可携带现金不能超过

20000 yuán rénminbì huò 5000 měijīn huò 35000 gǎngbì huò dēngzhí yú shàngshù huòbì.
20000 元人民币或 5000 美金或 35000 港币或等值于上述货币。

Rùjìng shí měi rén kě miǎnshuì xiédài dàyuē 1 píng jiǔ, 2 tiáo xiāngyān. Gāojí zhào-
入境时每人可免税携带大约 1 瓶酒、2 条香烟。高级照

xiàngjī, shèxiàngjī, shǒutí diànnǎo děng wùpǐn xūyào zài hǎiguān shēnbào, sānjiǎojià yào
相机、摄像机、手提电脑等物品需要在海关申报，三角架要

tuōyùn. Jìnzhǐ xiédài rùjìng de wùpǐn bāokuò dúpǐn, wǔqì, mázuìxìng yàowù, jìng-
托运。禁止携带入境的物品包括毒品、武器、麻醉性药物、境

wài shuǐguǒ, gǔdǒng děng děng.
外水果、古董等等。

Exit Trip Tips

According to Chinese customs regulations, each person can take no more than 20,000 yuan, 5,000 US dollars, 35,000 HK dollars, or the equivalent in other currencies per trip.

Each person is allowed to bring in approximately one bottle of wine and two cartons of cigarettes duty-free upon entry. High-end cameras, camcorders, laptops and similar items need to be declared at customs, while tripods must be checked in. Prohibited items include drugs, weapons, narcotic drugs, foreign fruits, antiques and so on.

项目小结 Item Summary

普通词语 General Vocabulary

1. 填写	tiánxiě	v.	fill in
2. 目的	mùdì	n.	purpose
3. 停留	tíngliú	v.	stay
4. 地址	dìzhǐ	n.	address
5. 荣幸	róngxìng	adj.	honored
6. 带领	dàilǐng	v.	take (sb.) to (a place)
7. 行程	xíngchéng	n.	itinerary
8. 参观	cānguān	v.	visit
9. 跟	gēn	v.	follow
10. 休息	xiūxi	v.	rest

专业词语 Specialized Vocabulary

1. 导游	dǎoyóu	n.	tour guide
2. 国籍	guójí	n.	nationality
3. 护照号	hùzhàohào	n.	passport number
4. 航班号	hángbānhào	n.	flight number
5. 签证	qiānzhèng	n.	visa
6. 类型	lèixíng	n.	type
7. 签发	qiānfā	v.	issue
8. 海关申报表	hǎiguān shēnbàobiǎo	phr.	Customs Declaration Form
9. 吴哥窟	Wúgē Kū	pn.	Angkor Wat
10. 金边王宫	Jīnbīan Wánggōng	pn.	the Royal Palace of Phnom Penh
11. 独立纪念碑	Dúlì Jìniànbēi	pn.	the Independence Monument
12. 钟形塔	Zhōngxíng Tǎ	pn.	the Wat Phnom
13. 滨江公园	Bīnjiāng Gōngyuán	pn.	the Riverside Park

cíyǔ
词语
Vocabulary

jùzi
句子

Sentences

1. 红色通道也称“应税通道”。
2. 绿色通道亦称“免税通道”或“无申报通道”。
3. 安全检查的内容主要是检查旅客及其行李物品中是否携带枪支、弹药，易爆、腐蚀、有毒、放射性等危险物品。
4. 您先在这里填写姓名、出生地点和日期。接下来填写国籍、护照号、航班号、来自何处、签证类型、签发地点。最后填写入境目的，停留天数和在柬埔寨居住的地址。

项目二 Item 2

旅游安全知识 Knowledge on Travel Safety

题解 Introduction

1. 学习内容：旅游时的交通、住宿、游览和饮食安全知识。

Learning content: The knowledge of transportation, accommodation, sightseeing and food safety during travelling.

2. 知识目标：掌握与带团旅游时安全提醒有关的核心词语及表述。

Knowledge objectives: To acquire core words and expressions related to safety reminders when leading group tours.

3. 技能目标：帮助游客避免和处理旅行中的安全问题。

Skill objective: To be able to help tourists avoid and deal with safety problems during traveling.



一、热身 rèshēn Warm-up

1. 给词语选择对应的图片。 Choose the corresponding pictures for the words.



A.



B.



C.



D.

① jìnzhǐ pāizhào 禁止拍照
No photography

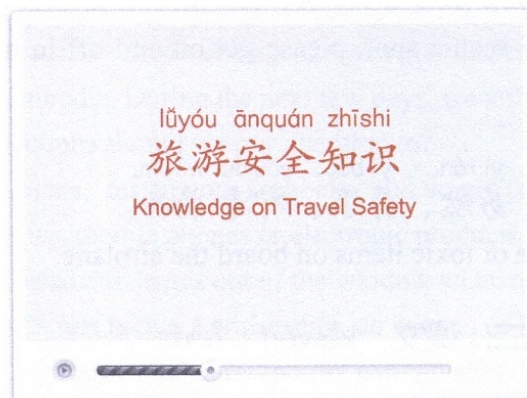
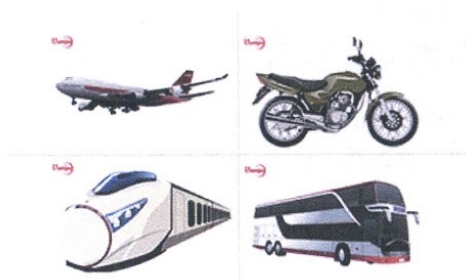
② yánjìn yānhuǒ 严禁烟火
No open flames

③ jíjiùzhàn 急救站
First aid station

④ jǐnjí chūkǒu 紧急出口
Emergency exit

2. 看视频，了解旅行中的安全知识，并将安全知识归入对应的类别。

Watch the video to learn knowledge on travel safety, and classify the safety knowledge into the corresponding categories.



① jiāotōng gōngjù ānquán 交通工具安全
safety of means of transportation

② jǐngqū yóulǎn ānquán 景区游览安全
tourist safety at scenic spots



③ gòuwù yǐnshí ānquán 购物饮食安全
safety of shopping and eating



④ jiǔdiàn zhùsù ānquán 酒店住宿安全
safety of hotel accommodation

- Chūrù jiǔdiàn fángjiān qǐng suíshǒu guānmén, wù jiāng yīwù pī zài dēng shang huò zài chuáng shang chōu yān.
A. 出入酒店房间 请 随手 关门, 勿 将 衣物 披 在 灯 上 或 在 床 上 抽 烟。

Close the door behind you when entering and leaving the hotel room. Do not put clothes on the lamp or smoke in bed.

- Bù suíyì gòumǎi, shíyòng jiētóu xiǎotānfàn de lièzhì shípǐn, yǐnliào.
B. 不 随意 购买、食用 街头 小摊贩 的 劣质 食品、饮料。

Do not buy or eat low-quality food and beverages from street vendors.

- Jǐngqū dāchéng lǎnchē shí, qǐng yī xù shàngxià, tīngcóng gōngzuò rényuán zhǐhuī.
C. 景区 搭乘 缆车 时, 请 依序 上下, 听从 工作人员 指挥。

When taking the cable car at the scenic spot, please get on and off in order, and follow the staff's guidance.

- Chéngzuò fēijī shí bù néng xiédài yì rán, yì bào, yǒu dú wùpǐn.
D. 乘坐 飞机 时 不 能 携带 易燃、易爆、有毒 物品。

Do not carry flammable, explosive or toxic items on board the airplane.

二、课文 kèwén Texts

A 03-01

dǎoyóu: Huānyíng dàjiā lái dào Jiǎnpǔzhài. Jiē xiàlai jǐ tiān de lǚxíng zhōng, wǒmen xūyào
导游: 欢迎 大家 来到 柬埔寨。接下来 几天 的 旅行 中, 我们 需要

chéngzuò fēijī, dàbā hé lúnchuán děng jiāotōng gōngjù.
乘坐 飞机、大巴 和 轮船 等 交通 工具。

yóukè: Wǒmen yào zhùyì nǎxiē ānquán shìxiàng ne?
游客: 我们 要注意 哪些 安全 事项 呢?

dǎoyóu: Dāchéng fēijī shí, dàjiā yào jìhǎo ānquándài, bú dài wēixiǎnpǐn huò yìránpǐn
导游: 搭乘 飞机 时, 大家 要 系好 安全 带, 不 带 危险 品 或 易燃 品

chéngjī. Fēijī shēngjiàng qījiān, búyào shǐyòng shǒujī děng diànzǐ chǎnpǐn. Chéngzuò
乘机。飞机 升降 期间, 不要 使用 手机 等 电子 产品。乘坐

dàbā shí búyào jiāng tóu, shǒu shēnchū chuāng wài, shàngxià chē shí zhùyì guānchá
大巴 时 不要 将 头、手 伸出 窗 外, 上下 车 时 注意 观察

zhōuwéi qíngkuàng. Dāchéng yóulún shí, búyào zài chuánshang pǎotiào, dǎnào, yào
周围 情况。搭乘 游轮 时, 不要 在 船 上 跑跳、打 闹, 要

láoji jùshēngyī, jiùshēngchuán, mièhuǒqì de wèizhì jí shǐyòng fāngfǎ.
牢记 救生 衣、救生 船、灭 火器 的 位置 及 使用 方法。

yóukè: Xièxie nín gàosu wǒmen zhèxiē jiāotōng ānquán zhīshi.
游客: 谢谢 您 告诉 我们 这些 交通 安全 知识。



译文 yìwén Text in English

Tour Guide: Welcome to Cambodia. During the next few days, we will travel by plane, bus and ship.

Traveller: What safety precautions should we pay attention to?

Tour Guide: When taking a plane, fasten your seat belts, and do not carry inflammable materials or dangerous articles. Do not use mobile phones or electronic products when the plane takes off and lands.

Don't put your head and hands out of the window when taking a bus. Watch out when getting on and off the bus. When taking a cruise ship, do not run or jump aboard. Keep in mind the location and usage of life jackets, lifeboats, and fire extinguishers.

Traveller: Thank you for sharing these traffic safety tips.

普通词语 pǔtōng cíyǔ General Vocabulary

03-02

1. 旅行	lǚxíng	v.	travel
2. 轮船	lúnchuán	n.	ship
3. 注意	zhùyì	v.	pay attention to
4. 危险	wēixiǎn	adj.	dangerous
5. 观察	guānchá	v.	observe
6. 牢记	láo jì	v.	keep in mind

专业词语 zhuānyè cíyǔ Specialized Vocabulary

03-03

1. 交通工具	jiāotōng gōngjù	phr.	means of transportation
2. 搭乘	dāchéng	v.	travel by
3. 安全带	ānquándài	n.	seat belt
4. 易燃品	yírǎnpǐn	n.	inflammable material
5. 游轮	yóulún	n.	cruise ship
6. 救生衣	jiùshēngyī	n.	life jacket
7. 救生船	jiùshēngchuán	n.	lifeboat
8. 灭火器	mièhuǒqì	n.	fire extinguisher

dǎoyóu: Wǒmen mǎshàng jiù dào jīntiān yóulǎn de jǐngdiǎn Jīnbiān Wánggōng le.

导游: 我们 马上 就到 今天 游览 的 景点 金边 王宫 了。

yóukè: Jǐngqū yóulǎn yǒu nǎxiē ānquán zhùyì shìxiàng ne?

游客: 景区 游览 有 哪些 安全 注意 事项 呢?

dǎoyóu: Shǒuxiān, dàjiā yào jìzhù wǒmen de jíhé dìdiǎn, shíjiān, suǒ chéng yóulǎn

导游: 首先, 大家要 记住 我们的 集合 地点、时间、所 乘 游览

bāshì de chēpáihào. Lìngwài, yào zhùyì yǐnshí ānquán, búyào gòumǎi wúzhèng

巴士 的车牌号。另外, 要 注意 饮食 安全, 不要 购买 无证

tānfàn chūshòu de shípǐn. Rúguǒ yóukè bǐjiào duō, dàjiā búyào yōngdǔ zài

摊贩 出售 的食品。如果 游客 比较 多, 大家 不要 拥堵 在

rùkǒuchù, qǐng ànzhào gōngzuò rényuán de zhǐyǐn páiduì, yǒuxù jìnrù. Jìnrù

入口处, 请 按照 工作人员 的 指引 排队, 有序 进入。进入

jǐngqū hòu, zhùyì chákàn jǐngqū shèshī shàng de ānquán biāozhì, yánjìn zài jǐngqū

景区 后, 注意 查看 景区 设施 上 的安全 标志, 严禁 在 景区

chōuyān. Bǎoguǎn hǎo nín de guìzhòng wùpǐn.

抽烟。保管 好 您的 贵重 物品。

yóukè: Xièxie nín de tíxǐng.

游客: 谢谢 您的 提醒。



译文 yìwén Text in English

Tour Guide: We are approaching our destination: the Royal Palace in Phnom Penh.

Traveller: What are the safety precautions for visiting a scenic spot?

Tour Guide: First, we should remember our gathering place and time, and the license number of our tour bus.

In addition, pay attention to food safety, and do not buy food from unlicensed vendors. If there are many tourists, do not crowd at the entrance, and queue up following the staff's instructions for orderly entry. Pay attention to safety signs on the facilities in the scenic spot. It is strictly prohibited to smoke in the scenic spot. Keep your valuables safe.

Traveller: Thanks for your tips.

普通词语 pǔtōng cíyǔ General Vocabulary

03-05

1. 景区	jǐngqū	n.	scenic spot
2. 集合	jíhé	v.	gather
3. 出售	chūshòu	v.	sell
4. 拥堵	yōngdǔ	v.	crowd
5. 贵重	guìzhòng	adj.	precious

专业词语 zhuānyè cíyǔ Specialized Vocabulary

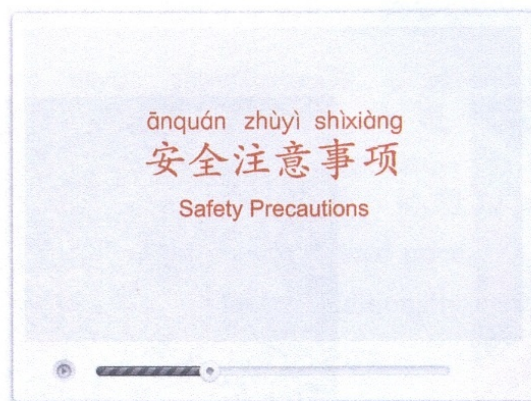
03-06

1. 游览	yóulǎn	v.	go sightseeing
2. 车牌号	chēpáihào	n.	license plate number
3. 饮食安全	yǐnshí ānquán	phr.	food safety
4. 无证摊贩	wúzhèng tānfàn	phr.	unlicensed vendor
5. 设施	shèshī	n.	facility
6. 标志	biāozhì	n.	sign
7. 严禁	yánjìn	v.	strictly prohibit
8. 保管	bǎoguǎn	v.	take care of

三、视听说 shì-tīng-shuō Viewing, Listening, and Speaking

看视频，了解安全注意事项，请在不安全的项目下打上 ×，并说出正确的处置方法。

Watch the video to learn about safety precautions, mark the unsafe items with an “×” and describe the correct handling method.





wàichūshí xiédài dàliàng xiànjīn

- ① 外出时携带大量现金 _____

Carry a lot of cash when you are out.



cānjiāshuǐshàng huódòng, àn guīdìng chuānzhuó jiùshēngyī

- ② 参加水上活动, 按规定穿着救生衣 _____

Wear life jackets in water sports as required.



lǚxíng zhōngdài yìxiē bìbèi de yàopǐn

- ③ 旅行中带一些必备的药品 _____

Bring with you some essential medicines during your trip.



chéng chuán shí, bú zài chuántóu, jiǎbǎn děng dì

- ④ 乘船时, 不在船头、甲板等地

zhuīzhú, dǎnào

追逐、打闹 _____

Do not horse around in the bow, on the deck, etc. when taking a boat ride.



jiǔdiàn zhùsù shí, tīngdào huǒjǐnglíng xiǎng,

- ⑤ 酒店住宿时, 听到火警铃响,

lìkè dāchéng diàntī xiàlóu

立刻搭乘电梯下楼 _____

Take the elevator downstairs immediately in the case of a fire alarm in the hotel.



dāchénglǎnchē shí, zìxíng dǎkāi jiàoxiāngménhuò

- ⑥ 搭乘缆车时, 自行打开轿厢门或

hùlán

护栏 _____

Open the car door or guardrail by yourself when taking a cable car.

说一说 Let's talk

说一说你所知道的旅行安全知识。 Talk about the travel safety tips you know.

四、学以致用 xuéyǐzhìyòng Practicing What We Have Learnt

看视频，了解导游带领游客游览景区时的程序，将下列步骤排序。

Watch the video to learn the procedures for a tour guide to show tourists around a scenic spot, and sequence the steps below.



Dàodá jǐngqū hòu, ànzhào xiéyìjià gòumǎi ménpiào, rú yù értóngjià bù hán jǐngdiǎn ménpiào、lǎnchē xū
A. 到达景区后，按照协议价购买门票，如儿童价不含景点门票、缆车需
éwài shōufèi děng wèntí, tíqián yǔ yóukè gōutōng, xiézhù yóukè bànlǐ piàowù děng shǒuxù.
额外收费等问题，提前与游客沟通，协助游客办理票务等手续。

Upon arrival, purchase the tickets at the negotiated price. If the children's price does not include the scenic spot tickets or the cable car is charged additionally, communicate with the tourists with advance and assist them with ticketing and other procedures.



- Qiánwǎng jǐngqū qián, tíxǐng yóukè guìzhòng wùpǐn suíshēn xié dài. Tíxǐng yǒu ménpiào yōuhuì de yóukè,
 B. 前往景区前,提醒游客贵重物品随身携带。提醒有门票优惠的游客,
 xié dài bìng chūshì xuéshēngzhèng, lǎoniánzhèng, lítuìxiūzhèng, jūnguānzhèng, cánjízèng děng yǒuxiào
 携带并出示学生证、老年证、离退休证、军官证、残疾证等有效
 zhèngjiàn. Gàozhī yóukè dǎoyóu de liánxì fāngshì, jíhé shíjiān hé dìdiǎn, tíxǐng yóukè jìqīng suǒ
 证件。告知游客导游的联系方式、集合时间和地点,提醒游客记清所
 chéng dàbā de chēpái hàomǎ, chēliàng míngchēng hé yánsè tèzhēng.
 乘大巴的车牌号码、车辆名称和颜色特征。

Before heading for the scenic spot, remind tourists to keep their valuables with them. Remind tourists who are eligible for ticket discounts to bring and present valid documents such as student ID cards, senior citizen ID cards, retirement certificates, military officer IDs, disability certificates, etc. Inform the tourists of the tour guide's contact information, and gathering time and place. Remind the tourists to remember the license number, name and color of their bus.



- Yóuwán jiéshù hòu, chádiǎn hé quèrèn yóukè rénshù. Fāchē qiánwǎng yòngcān jiǔdiàn qián, tíqián liánxì
 C. 游玩结束后,查点和确认游客人数。发车前往用餐酒店前,提前联系
 hé ānpái hǎo yóukè de yòngcān.
 和安排好游客的用餐。

After the tour, check and confirm the number of tourists. Before leaving for the hotel, contact and arrange the meal for the tourists in advance.



- Zài jǐngqū yóuwán shí, tíxǐng yóukè zhùyì ānquán. Zuòhǎo jǐngdiǎn de jiǎngjiě gōngzuò, hélǐ ānpái
 D. 在景区游玩时,提醒游客注意安全。做好景点的讲解工作,合理安排
 yóukè pāizhào liúniàn hé xiūxi de shíjiān. Tíxǐng yóukè jíhé shíjiān hé dìdiǎn.
 游客拍照留念和休息的时间。提醒游客集合时间和地点。

When visiting the scenic spot, remind the tourists to pay attention to safety. Interpret the scenic spot

conscientiously, arrange time for tourists to take pictures and rest reasonably, and remind the tourists of the gathering time and place.

① _____ ② _____ ③ _____ ④ _____

五、小知识 xiǎo zhīshi Tips

Yóukè zhùsù ānquán zhīshi 游客住宿安全知识

Dǎoyóu yào qīngchū kèrén suǒ zhù fángjiān de lóucéng, wèizhì jí fángjiānhào, shúxi
导游要清楚客人所住房间的楼层、位置及房间号，熟悉
zhíbānshì hé jiǔdiàn de ānquán jǐnjí tōngdào. Yídàn fāshēng wēixiǎn qíngkuàng, néng zǔzhī
值班室和酒店的安全紧急通道。一旦发生危险情况，能组织
kèrén xùnsù, ānquán de chèlí xiànchǎng, bìmiǎn shāngwáng. Tíxǐng kèrén chūmén shí xiédài
客人迅速、安全地撤离现场，避免伤亡。提醒客人出门时携带
hǎo zìjǐ de fángjiān yàoshi, guìzhòng wùpǐn suíshēn bǎoguǎn huò jìcún. Tíxǐng lóucéng fúwù-
好自己的房间钥匙，贵重物品随身保管或寄存。提醒楼层服务
yuán, búyào màorán gěi wèi chí yàoshi dàn yào jìn rù zìjǐ huò tā rén fángjiān de kèrén kāi-
员，不要贸然给未持钥匙但要进入自己或他人房间的客人开
mén. Tíxǐng kèrén shuì qián guānhǎo chuānghu, dāshàng ménkòu, búyào gěi mòshēngrén kāimén.
门。提醒客人睡前关好窗户，搭上门扣，不要给陌生人开门。
Dǎoyóu yīng jiāng zìjǐ de fángjiānhào jí liánxì fāngshì gào zhī kèrén hé jiǔdiàn fùzérén.
导游应将自己的房间号及联系方式告知客人和酒店负责人。
Rú gěi kèrén dǎ diànhuà, qǐng xiān zì bào jiāmén.
如给客人打电话，请先自报家门。

Tips on Tourists' Accommodation Safety

The tour guide should know the floor, location and room number of each guest, and be familiar with the duty room and the emergency exit of the hotel. In the case of an emergency, the guide can evacuate the guests quickly and safely to avoid casualties. The guide should remind guests to bring their room keys when going out, and to either take care of or deposit their valuables. The guide should remind the floor attendant not to open the door rashly for guests attempting to enter their own room or another guest's room without a key. The guide should remind guests to close the windows and secure the door latch before going to bed, and not to open the door for strangers. The tour guide should inform the guests and the person in charge of the hotel of his/her room number and contact information. When calling a guest, the guide should introduce himself/herself first.

项目小结 Item Summary

普通词语 General Vocabulary

1. 旅行	lǚxíng	v.	travel
2. 轮船	lúnchuán	n.	ship
3. 注意	zhùyì	v.	pay attention to
4. 危险	wēixiǎn	adj.	dangerous
5. 观察	guānchá	v.	observe
6. 牢记	láojì	v.	keep in mind
7. 景区	jǐngqū	n.	scenic spot
8. 集合	jíhé	v.	gather
9. 出售	chūshòu	v.	sell
10. 拥挤	yōngdǔ	v.	crowd
11. 贵重	guìzhòng	adj.	precious

专业词语 Specialized Vocabulary

1. 交通工具	jiāotōng gōngjù	phr.	means of transportation
2. 搭乘	dāchéng	v.	travel by
3. 安全带	ānquándài	n.	seat belt
4. 易燃品	yìránpǐn	n.	inflammable material
5. 游轮	yóulún	n.	cruise ship
6. 救生衣	jiùshēngyī	n.	life jacket
7. 救生船	jiùshēngchuán	n.	lifeboat
8. 灭火器	mièhuǒqì	n.	fire extinguisher
9. 游览	yóulǎn	v.	go sightseeing
10. 车牌号	chēpáihào	n.	license plate number
11. 饮食安全	yǐnshí ānquán	phr.	food safety
12. 无证摊贩	wúzhèng tānfàn	n.	unlicensed vendors
13. 设施	shèshī	n.	facility
14. 标志	biāozhì	n.	sign
15. 严禁	yánjìn	v.	strictly prohibit
16. 保管	bǎoguǎn	v.	take care of

cíyǔ
词语

Vocabulary

jùzi
句子

Sentences

1. 搭乘飞机时，大家要系好安全带，不带危险品或易燃品乘机。
2. 乘坐大巴时不要将头、手伸出窗外。
3. 要牢记救生衣、救生船、灭火器的位置及使用方法。
4. 要注意饮食安全，不要购买无证摊贩出售的食品。
5. 注意查看景区设施上的安全标志，严禁在景区抽烟。

项目三 Item 3

通信知识 Knowledge on Communication

题解 Introduction

1. 学习内容：境外通信的基本知识和通信种类的选择。

Learning content: The basic knowledge of overseas communication and the choice of communication types.

2. 知识目标：掌握与帮助旅游团选择和比较不同通信方式有关的核心词语及表述。

Knowledge objectives: To acquire the core words and expressions related to helping tour groups choose and compare different communication ways.

3. 技能目标：能帮助旅游团选择合适的通信方式和资费套餐。

Skill objective: To be able to help the tour group choose the appropriate communication way and price packet service.



一、热身 rèshēn Warm-up

1. 给词语选择对应的图片。

Choose the corresponding pictures for the words.



A.



B.



C.



D.

① tōngxìn shèbèi
通信设备
communication equipment

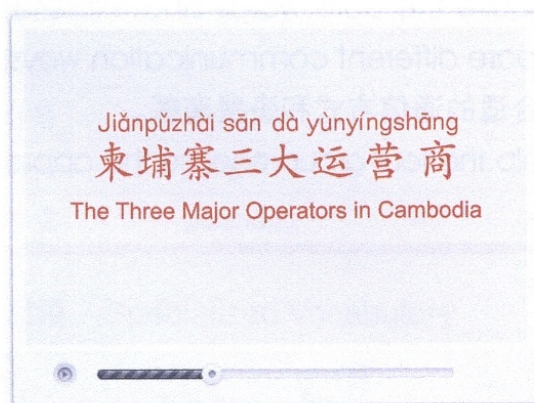
③ yùnyíngshāng
运营商
operator

② yídòng WIFI
移动 WIFI
portable WiFi

④ SIM kǎ
SIM 卡
SIM card

2. 看视频，了解柬埔寨的三大电信运营商，并与其所属国家连线。

Watch the video to learn about the three telecom operators in Cambodia, and match them with their countries.



Mǎláixīyà
马来西亚
Malaysia



Jiǎnpǔzhài
柬埔寨
Cambodia



Yuènnán
越南
Vietnam

二、课文 kèwén Texts

A 04-01

dǎoyóu: Huānyíng nín dǐdá Jīnbīan Guójì Jīchǎng, lǚchéng xīnkǔ le.

导游: 欢迎您抵达金边国际机场, 旅程辛苦了。

yóukè: Xièxie, néng qǐng nín bāngmáng bànlǐ yì zhāng Jiǎnpǔzhài de shǒujīkǎ ma?

游客: 谢谢, 能请您帮忙办理一张柬埔寨的手机卡吗?

dǎoyóu: Hǎo de, qǐng gēn wǒ lái. Běn jīchǎng yǒu sān jiā yùnyíngshāng kě gōng xuǎnzé,

导游: 好的, 请跟我来。本机场有三家运营商可供选择,

Smart、Cellcard hé Metfone.

Smart、Cellcard 和 Metfone。

yóukè: Wǒ xuǎn Cellcard, jiē xiàlai zěnmě zuò?

游客: 我选 Cellcard, 接下来怎么做?

dǎoyóu: Qǐng chūshì nín de hùzhào gěi gōngzuò rényuán, bìng xuǎnzé liúliàng tàocān.

导游: 请出示您的护照给工作人员, 并选择流量套餐。

yóukè: Hǎo de, ránhòu ne?

游客: 好的, 然后呢?

dǎoyóu: Qǐng xuǎnzé nín xūyào chōngzhí de jīn'ér, shì shuākǎ háishi fù xiànjīn?

导游: 请选择您需要充值的金额, 是刷卡还是付现金?

yóukè: Fù xiànjīn, xièxie.

游客: 付现金, 谢谢。

dǎoyóu: Chōngzhí wánchéng le, zhè shì nín Jiǎnpǔzhài de SIM kǎ, chā zài shǒujī lǐ

导游: 充值完成了, 这是您柬埔寨的 SIM 卡, 插在手机里

jiù kěyǐ shǐyòng le.

就可以使用了。

译文 yìwén Text in English

Tour Guide: Welcome to Phnom Penh International Airport. You must be tired from the journey.

Traveller: Thank you. Can you help me get a Cambodian mobile phone card?

Tour Guide: OK. Please follow me. There are three operators to choose from: Smart, Cellcard and Metfone.

Traveller: I choose Cellcard. What should I do next?

Tour Guide: Please show your passport to the staff and choose the data package.

Traveller: OK, then what?

Tour Guide: Please choose the recharge amount. Would you like to pay by credit card or in cash?

Traveller: In cash, thank you.

Tour Guide: The recharge is completed. This is your SIM card in Cambodia. You can use your phone after inserting the card into your mobile phone.

普通词语 pǔtōng cíyǔ General Vocabulary

04-02

1. 抵达	dǐdá	v.	arrive
2. 旅程	lǚchéng	n.	journey
3. 出示	chūshì	v.	show
4. 金额	jīn'é	n.	amount of money
5. 刷卡	shuākǎ	v.	pay by card
6. 现金	xiànjīn	n.	cash

专业词语 zhuānyè cíyǔ Specialized Vocabulary

04-03

1. 运营商	yùnyíngshāng	n.	operator
2. 流量	liúliàng	n.	data
3. 套餐	tàocān	n.	package
4. 充值	chōngzhí	v.	recharge

B 04-04

dǎoyóu: Nǐmen hǎo! Wǒ shì Xiǎo'ài, hěn róngxìng gěi nǐmen dāng dǎoyóu, dàjiā de shǒujī
导游: 你们好! 我是小爱, 很荣幸给你们当导游, 大家的手机

dōu kěyǐ zhèngcháng shǐyòngle ma?
都可以正常使用了吗?

yóukè: Xiǎo'ài, nín hǎo! Wǒ bù xiǎng mǎi Jiǎnpǔzhài dāngdì de SIM kǎ, yǒu méiyǒu qí-
游客: 小爱, 您好! 我不想买柬埔寨当地的SIM卡, 有没有其

tā fāngshì kěyǐ shàngwǎng?
他方式可以上网?

dǎoyóu: Yǒu. Nín hái kěyǐ zūyòng biànxí de WIFI shèbèi, yě shì kěyǐ shàngwǎng de.
导游: 有。您还可以租用便携的WIFI设备, 也是可以上网的。

yóukè: Qǐngwèn jīchǎng yǒu zūlìndiǎn ma? Shì shénme jiàgé?
游客: 请问机场有租赁点吗? 是什么价格?

dǎoyóu: Yǒu, qǐng gēn wǒ lái. Biànxí WIFI de zūjīn shì dānjià chéng xíngchéng tiān shù
导游: 有, 请跟我来。便携WIFI的租金是单价乘行程天数

chéng tái shù jiā yājīn.
乘台数加押金。

yóukè: Hǎo de, wǒ xūyào yì tái.
游客: 好的, 我需要一台。

译文 yìwén Text in English

Tour Guide: Hello! I'm Xiao Ai. I'm honored to be your tour guide. Can your mobile phones be used normally?

Traveller: Hello, Xiao Ai! I don't want to buy a local SIM card in Cambodia. Is there any other way to surf the Internet?

Tour Guide: Yes. You can rent a portable WiFi device to surf the Internet.

Traveller: Is there a rental point at the airport? What's the price?

Tour Guide: Yes, please follow me. The rent of a portable WiFi is unit price x days of your travel x number of sets + deposit.

Traveller: OK. I need one.

普通词语 pǔtōng cíyǔ General Vocabulary

04-05

1. 正常	zhèngcháng	adj.	normal
2. 使用	shǐyòng	v.	use
3. 其他	qítā	pron.	other
4. 方式	fāngshì	n.	way
5. 价格	jiàgé	n.	price

专业词语 zhuānyè cíyǔ Specialized Vocabulary

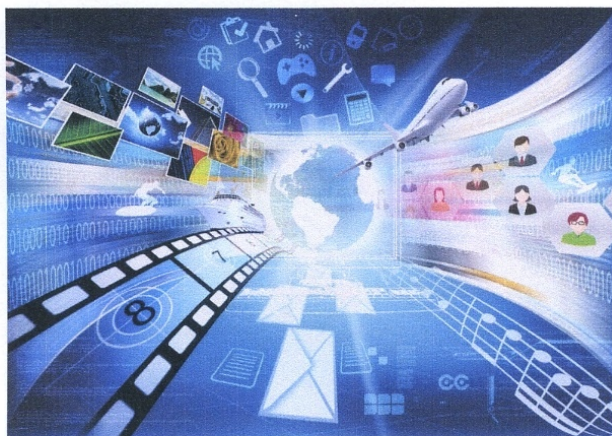
04-06

1. 上网	shàng/wǎng	v.	surf the Internet
2. 租用	zūyòng	v.	rent
3. 便携	biànxíe	adj.	portable
4. 设备	shèbèi	n.	equipment
5. 租赁点	zūlìndiǎn	n.	rental point
6. 单价	dānjià	n.	unit price
7. 行程天数	xíngchéng tiān shù	phr.	days of (one's) travel
8. 押金	yājīn	n.	deposit

三、视听说 shì-tīng-shuō Viewing, Listening, and Speaking

看视频，了解电话卡和便携 WIFI 的优缺点，判断下列描述是否正确。

Watch the video to learn the advantages and disadvantages of a telephone card and portable WiFi, and tell whether the following statements are true or false.



Gòumǎi dāngdì SIM kǎ de yōudiǎn shì xìn hào gèng wěndìng.

- ① 购买当地 SIM 卡的优点是信号更稳定。_____

The advantage of purchasing a local SIM card is its more stable signal.

Biànxíe WIFI zhǐ néng yì rén shǐyòng.

- ② 便携 WIFI 只能一人使用。_____

The portable WiFi can only be used by one person.

Dāngdì SIM kǎ xūyào zhīfù yíding jīn'é de yājīn.

- ③ 当地 SIM 卡需要支付一定金额的押金。_____

A certain amount of deposit needs to be paid for a local SIM card.

Dāngdì SIM kǎ zài yòngwán zhīhòu xūyào guīhuán.

- ④ 当地 SIM 卡在使用完之后需要归还。_____

The local SIM card needs to be returned after use.

Biànxíe WIFI xūyào chōngdiàn, fǒuzé huì wúfǎ shǐyòng.

- ⑤ 便携 WIFI 需要充电，否则会无法使用。_____

The portable WiFi needs to be charged, otherwise it will not work.

说一说 Let's talk

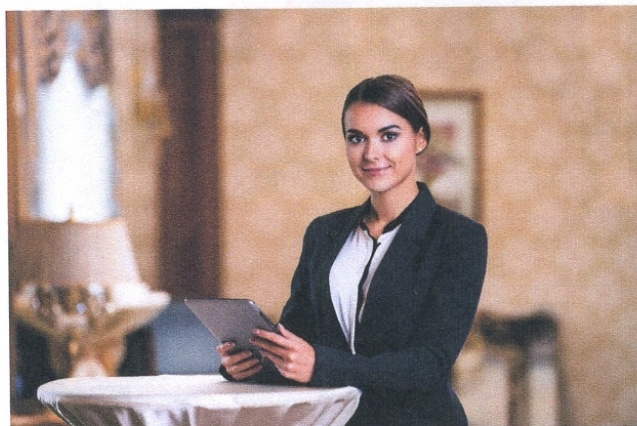
说一说电话卡和便携 WIFI 的优缺点。

List the advantages and disadvantages of a telephone card and portable WiFi.

四、学以致用 xuéyǐzhìyòng Practicing What You Have Learnt

听录音，了解柬埔寨酒店 WIFI 的使用政策，并指导游客在酒店连接网络。

Listen and learn the use policy of WiFi in Cambodian hotels, and instruct tourists to connect to the Internet in the hotel.



dǎoyóu: Zūnjìng de kèrén, nín hǎo! Jīnwǎn wǒmen jiāngyào rùzhù de shì wèiyú Jīnbīan de
导游：尊敬的客人，您好！今晚我们将要入住的是位于金边的

Jiǎnpǔzhài ××× Jiǔdiàn, jiǔdiàn wèi nín tíngòngle quánchéng miǎnfèi ①
柬埔寨 ××× 酒店，酒店为您提供全程免费_____，

nín kěyǐ shíkè yǔ hǎoyǒu bǎochí liánxì. Xínghào fùgài jiǔdiàn ②
您可以时刻与好友保持联系。信号覆盖酒店_____、

③、④、⑤ děng gōnggòng qūyù yǐjí kètáng,
_____等公共区域以及客房，

nín kěyǐ zài jiǔdiàn de rènhé wèizhì chànguài de shǐyòng WIFI wǎngluò. Rù-
您可以在酒店的任何位置畅快地使用 WIFI 网络。入

zhù de kèrén shǐyòng shǒujī dǎkāi WIFI shàngwǎng gōngnéng, liánjiē míng wéi
住的客人使用手机打开 WIFI 上网功能，连接名为

“Cambodian XXX Hotel” de WIFI xínghào, bìng zài tiàozhuǎn yèmiàn
“Cambodian XXX Hotel”的 WIFI 信号，并在跳转页面

zhōng shūrù ⑥ hé bànlǐ rùzhù de fángkè xìngmíng, jí kě shǐyòng
中输入_____和办理入住的房客姓名，即可使用

hùliánwǎng le.
互联网了。

Tour Guide: Hello, dear guests! We are staying in Cambodia ××× Hotel in Phnom Penh tonight. The hotel provides you with free ①, so that you can always keep in touch with your friends. The signal covers hotel ②, ③, ④, ⑤ and other public areas and guest rooms, so you can use WiFi network freely in any place of the hotel. After check-in, turn on the WiFi Internet function, connect to the WiFi signal named “Cambodian XXX Hotel”, enter the ⑥ and your name in the link page, and then you can use the Internet.



cāntīng
A. 餐厅
restaurant



fánghào
B. 房号
room number



dàtáng
C. 大堂
lobby



xíngzhèng jiǔláng
D. 行政酒廊
executive lounge



WIFI fúwù
E. WIFI 服务
WIFI service



yǒngchí
F. 泳池
swimming pool

① _____

② _____

③ _____

④ _____

⑤ _____

⑥ _____

五、小知识 xiǎo zhīshi Tips

Guójì mànyóu zīfèi 国际漫游资费

Guójì mànyóu zīfèi shì yóu mànyóudì yùnyíngshāng guīdìng de, gègè yùnyíngshāng
国际漫游资费是由漫游地运营商规定的，各个运营商
guīdìng de zīfèi biāozhǔn bù tóng. Zài chūguó zhīqián, guónèi de péngyou yě kěyǐ tōngguò
规定的资费标准不同。在出国之前，国内的朋友也可以通过
yùnyíngshāng de wǎngzhàn lái cháxún bùfēn mànyóu zīfèi biāozhǔn. Dànshì yóuyú jìngwài
运营商的网站来查询部分漫游资费标准。但是由于境外

yùnyíngshāng zīfèi biāozhǔn yǒushí huì chūxiàn biànhuà, wàibì duìhuànlǜ yě suíshí huì biàngēng,
运营商 资费 标准 有时 会出现 变化, 外币 兑换率 也 随时 会 变更,
suǒyǐ zuìhǎo shì dào dāngdì hòu zài xiàng běndì yùnyíngshāng zīxún yí cì.
所以 最好是 到 当地 后 再 向 本地 运营商 咨询 一次。

International Roaming Charges

The international roaming charges are decided by the roaming destination's operators, and the charges vary among different operators. Before going abroad, you can check some roaming charges through the websites of operators. However, since the charges of overseas operators sometimes change and the foreign exchange rates fluctuate at any time, you'd better confirm the charges with the local operator again after your arrival.

项目小结 Item Summary

普通词语 General Vocabulary

1. 抵达	dǐdá	v.	arrive
2. 旅程	lǚchéng	n.	journey
3. 出示	chūshì	v.	show
4. 金额	jīn'é	n.	amount of money
5. 刷卡	shuākǎ	v.	pay by card
6. 现金	xiànjīn	n.	cash
7. 正常	zhèngcháng	adj.	normal
8. 使用	shǐyòng	v.	use
9. 其他	qítā	adj.	other
10. 方式	fāngshì	n.	way
11. 价格	jiàgé	n.	price

专业词语 Specialized Vocabulary

1. 运营商	yùnyíngshāng	n.	operator
2. 流量	liúliàng	n.	data
3. 套餐	tàocān	n.	package
4. 充值	chōngzhí	v.	recharge
5. 上网	shàngwǎng	v.	surf the Internet
6. 租用	zūyòng	v.	rent
7. 便携	biànxíe	adj.	portable
8. 设备	shèbèi	n.	equipment

cíyǔ

词语

Vocabulary

cíyǔ
词语
Vocabulary

9. 租赁点	zūlìndiǎn	n.	rental point
10. 单价	dānjià	n.	unit price
11. 行程天数	xíngchéng tiān shù	phr.	days of (one's) travel
12. 押金	yājīn	n.	deposit

jùzi
句子
Sentences

1. 请出示您的护照给工作人员，并选择流量套餐。
2. 我不想买柬埔寨当地的 SIM 卡，有没有其他方式可以上网？
3. 您还可以租用便携的 WIFI 设备，也是可以上网的。
4. 便携 WIFI 的租金是单价乘行程天数乘台数加押金。

项目四 Item 4

货币和保险知识 *Knowledge on Currency and Insurance*

题解 Introduction

1. 学习内容：货币和保险的基本知识。

Learning content: The basic knowledge of currency and insurance.

2. 知识目标：掌握与进行索赔时的语言沟通有关的核心词语及表述。

Knowledge objectives: To acquire the core words and expressions related to language communication for making claims.

3. 技能目标：能顺利完成出境前的货币准备和保险购买工作，熟悉索赔流程和保险单填写。

Skill objective: To be able to complete currency preparation and insurance purchase before departure, and get familiar with claim process and insurance policy filling.



一、热身 rèshēn Warm-up

1. 给词语选择对应的图片。 Choose the corresponding pictures for the words.



A.



B.



C.



D.



E.



F.

① měiyuán 美元 _____
USD

③ gǎngbì 港币 _____
HKD

⑤ lǚxíng zhīpiào 旅行支票 _____
traveler's check

② rénminbì 人民币 _____
RMB

④ yuènnándùn 越南盾 _____
VND

⑥ xìnyòngkǎ 信用卡 _____
credit card

2. 看视频，了解出境游保险相关知识，判断下列情况可否进行索赔。

Watch the video to learn about outbound travel insurance and determine if you can make a claim in each of the following cases.





chóng yǎo
A. 虫咬
Insect bite



sǐwáng
B. 死亡
Death



xíngli bēi dào
C. 行李被盗
Luggage is stolen



shòushāng
D. 受伤
Injury

可以进行索赔的是：_____

Cases where you can make a claim:

二、课文 kèwén Texts

A 05-01

yóukè: Qǐngwèn kěyǐ yòng nǎxiē fùkuǎn fāngshì zài jìngwài gòuwù xiāofèi ne?

游客：请问可以用哪些付款方式在境外购物消费呢？

dǎoyóu: Kěyǐ yòng wàihuì, lǚxíng zhīpiào huòzhě guójì xìnyòngkǎ.

导游：可以用外汇、旅行支票或者国际信用卡。

yóukè: Zhè sān zhǒng fāngshì yǒu shénme yōu-quēdiǎn ne?

游客：这三种方式有什么优缺点呢？

dǎoyóu: Wàihuì shǐyòng qilai fāngbiàn, shǒuxù jiǎndān, dànshì xiédài wàihuì chūjìng yǒu yí-

导游：外汇使用起来方便，手续简单，但是携带外汇出境有一

dìng de édù xiànzhi, ānquán yě shì gè wèntí. Lǚxíng zhīpiào bìzhǒng duō, miànré

定的额度限制，安全也是个问题。旅行支票币种多，面额
jiào gāo, shìhé xiédài shùliàng jiàodà de jīn'ér, qí shǐyòng yě shì méiyǒu qīxiàn

较高，适合携带数量较大的金额，其使用也是没有期限

de. Dànshì gòumǎi lǚxíng zhīpiào yǐjí yòng bu wán de lǚxíng zhīpiào huíguó duìhuàn
的。但是购买旅行支票以及用不完的旅行支票回国兑换
shí, dōu xūyào kòuchú yí bùfēn fèiyòng, zài jìngwài xiāofèi shí, kěnéng yào shōu-
时, 都需要扣除一部分费用, 在境外消费时, 可能要收
qǔ yíding de shǒuxùfèi. Guójì xìnyòngkǎ tígōng de fúwù quánmiàn, xiédài ān-
取一定的手续费。国际信用卡提供的服务全面, 携带安
quán, zài jìngwài xiāofèi kě zhíjiē shuākǎ, hái kěyǐ tòuzhī shǐyòng. Dànshì
全, 在境外消费可直接刷卡, 还可以透支使用。但是
guójì xìnyòngkǎ de shēnlǐng xūyào de shíjiān jiào cháng, shǒuxù jiào máfan, duì
国际信用卡的申领需要的时间较长, 手续较麻烦, 对
shēnlǐngzhě de shēnchá bǐjiào yángé. Lìngwài gēnjù xìnyòngkǎ de xìnyòng édù
申领者的审查比较严格。另外根据信用卡的信用额度
hé shēnqǐngzhě de xìnyòng qíngkuàng, hái yào jiāonà yíding bǎozhèngjīn, bìng shōuqǔ
和申请者的信用情况, 还要缴纳一定保证金, 并收取
yíding de shǒuxùfèi.
一定的手续费。



译文 yìwén Text in English

Traveller: How can I pay for my purchases abroad?

Tour Guide: Foreign currency, traveler's checks or international credit cards are all OK.

Traveller: What are the advantages and disadvantages of these three methods?

Tour Guide: Foreign currency is easy to obtain and convenient to use, but there are limits on the amount you can carry abroad and carrying cash with you is also risky. Traveler's checks are available in a variety of currencies and in large denominations, and suitable for carrying larger amounts. There is no expiration date for their use. However, when purchasing traveler's checks and when exchanging the unused traveler's checks back home, a fee will be deducted, and a service fee may be charged for overseas consumption. Credit cards offer comprehensive services, are safe to carry, and can be used directly for overseas purchases, with the option for overdraft. However, applying for an international credit card can be time-consuming and complicated, and the applicants will be examined strictly. In addition, depending on the credit limit and credit standing of the applicant, a deposit is required and a service fee is charged.

普通词语 pǔtōng cíyǔ General Vocabulary

05-02

1. 付款	fù//kuǎn	v.	pay a sum of money
2. 消费	xiāofèi	v.	consume
3. 携带	xiédài	v.	carry
4. 限制	xiànzhì	v.	limit
5. 期限	qīxiàn	n.	deadline
6. 扣除	kòuchú	v.	deduct

专业词语 zhuānyè cíyǔ Specialized Vocabulary

05-03

1. 外汇	wàihuì	n.	foreign currency
2. 旅行支票	lǚxíng zhīpiào	phr.	traveler's check
3. 信用卡	xìnyòngkǎ	n.	credit card
4. 面额	miàn'é	n.	denomination
5. 兑换	duìhuàn	v.	exchange
6. 透支	tòuzhī	v.	overdraw
7. 申领	shēnlǐng	v.	apply
8. 审查	shěncá	v.	examine
9. 信用额度	xìnyòng édù	phr.	credit limit
10. 缴纳	jiǎonà	v.	pay
11. 保证金	bǎozhèngjīn	n.	deposit
12. 手续费	shǒuxùfèi	n.	service charge

B 05-04

yóukè: Xiǎo'ài, wǒ gāng qùle yíxiàr wèishēngjiān, yǐzi shàng de diànnǎo bú jiàn le.
游客: 小爱, 我刚去了一下儿卫生间, 椅子上的电脑不见了。

dǎoyóu: Nà wǒmen gǎnjǐn bàojǐng, diàoqǔ zhèlǐ de jiānkòng.
导游: 那我们赶紧报警, 调取这里的监控。

yóukè: Rúguǒ zhǎo bu huílái, kěyǐ zhǎo bǎoxiǎn gōngsī lǐpéi ma?
游客: 如果找不回来, 可以找保险公司理赔吗?

dǎoyóu: Kěyǐ de, nǐ tiánxiě yíxiàr diūshī wùpǐn de pǐnmíng, jīn'é děng jùtǐ
导游: 可以的, 你填写一下儿丢失物品的品名、金额等具体

xìnxī, wǒ lái chū yí fèn qíngkuàng zhèngmíngshū, zánmen lǚxíngshè gài zhāng hòu,
信息, 我来出一份情况证明书, 咱们旅行社盖章后,

tíjiāo suǒyǒu zhèngmíng cáiliào jiù kěyǐ xiàng bǎoxiǎn gōngsī suǒpéi le.
提交所有证明材料就可以向保险公司索赔了。

译文 yìwén Text in English

Traveller: Xiao Ai! I just went to the restroom for a moment, and the computer on the chair is missing.

Tour Guide: Let's call the police and check the surveillance footage here.

Traveller: If I can't get it back, can I ask the insurance company to settle the claim?

Tour Guide: Yes, you can. Please fill in some specific information about the lost item, such as the name, price, etc. I will issue a certificate of condition with our travel agency's stamp. After submitting all the supporting documents to the insurance company, you can file a claim.

普通词语 pǔtōng cíyǔ General Vocabulary

05-05

1. 卫生间	wèishēngjiān	n.	restroom
2. 外面	wàimiàn	n.	outside
3. 椅子	yǐzi	n.	chair
4. 赶紧	gǎnjǐn	adv.	quickly
5. 报警	bào//jǐng	v.	call the police
6. 监控	jiānkòng	v.	monitor
7. 丢失	diūshī	v.	lose

专业词语 zhuānyè cíyǔ Specialized Vocabulary

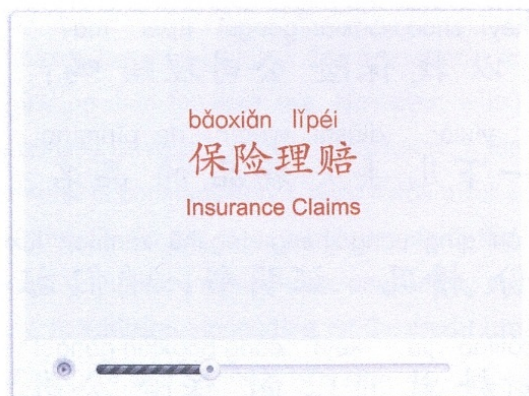
05-06

1. 保险	bǎoxiǎn	n.	insurance
2. 理赔	lǐpéi	v.	settle a claim
3. 证明书	zhèngmíngshū	n.	certificate
4. 旅行社	lǚxíngshè	n.	travel agency
5. 索赔	suǒpéi	v.	claim for compensation

三、视听说 shì-tīng-shuō Viewing, Listening, and Speaking

看视频，了解不属于保险理赔范围的物品和疾病，请在不属于理赔范围的物品和疾病下面打上×。

Watch the video to learn about the items and diseases not covered by insurance claim. Please mark an "×" below the items and diseases that are not covered.





yóupiào
① 邮票
Stamp



xiànjīn
② 现金
Cash



jiǎyá
③ 假牙
Artificial teeth



zhūbǎo
④ 珠宝
Jewelry



huáiyùn
⑤ 怀孕
Pregnancy



yìwài shòushāng
⑥ 意外受伤
Accidental injury



shíwù zhōngdú
⑦ 食物中毒
Food poisoning



hùzhào
⑧ 护照
Passport

说一说 Let's talk

说一说还有哪些不属于理赔范围的情况。 List other circumstances not covered by insurance claims.

四、学以致用 xuéyǐzhìyòng Practicing What You Have Learnt

看视频，了解如何填写境外旅游保险单，选择正确的内容将下面的保险单填写完整。

Watch the video to learn how to fill out an overseas travel insurance policy, and then choose the correct answers to complete the following insurance policy.





中国大地财产保险股份有限公司
CHINA EARTH AND MARINE INSURANCE CO., LTD.
全国客户服务热线: 95590
网址: http://www.95590.cn

大地保险e行大地-畅游出境e旅游保障计划保险单

保单号:

一、基本信息 (Basic Information)

投保人(Applicant): 1

被保险人(中文及护照英文)(Insured Name In Chinese and English as Shown On Passport):

出生日期(DOB):

证件类型(Credentials Type): 身份证 证件号码(Credentials No.):

被保险人联系电话(Insured Contact No.):

前往国家或地区(Destination In Chinese and English): 2

保险期间(Insurance Period): 自(From) 年(Y) 月(M) 日(D) 起至(To) 年(Y) 月(M) 日(D)

二、保险责任 (Benefits Schedule)

分项保险责任	保险金额
意外伤害(身故、残疾)(AD&D)	300,000元
突发急性病身故(Sudden Illness Death)	60,000元
3	300,000元
门诊医疗(Out-patient)	8,000元
牙科门诊(Dental)	4,000元
紧急医疗转院和转运回国(Emergency Medical Evacuation)	400,000元
运送遗体或骨灰回国(Repatriation)	100,000元
护照重置(Passport Documents)	10,000元
4	大写: 贰佰零伍元。 ¥: 205.00
争议解决方式	☒ 仲裁 提交 承保公司所在地 仲裁委员会仲裁 ☐ 诉讼

承保公司名称: 中国大地财产保险股份有限公司深圳分公司

承保公司地址: 深圳市福田区八卦路55号经理大厦13楼

邮政编码: 518029

联系电话: 95590

销售单位: 中民保险网

总公司地址: 上海市民生路1199弄1号正大五道口广场8-10层 邮编: 200135 网址: www.cccic-net.com.cn 客户服务热线: 95590
支付确认时间: 2015/5/18 有效保单生成时间: 2015/05/18 17:56 电子保单生成时间: 2015/05/18 17:56:20

Jiǎnpǔzhài
A. 柬埔寨
Cambodia

zǒng bǎoxiǎnfèi
B. 总 保险费
Total premium

Zhāng Sān
C. 张 三
Zhang San

zhùyuàn yīliáo
D. 住院医疗
Hospitalization

① _____

② _____

③ _____

④ _____

五、小知识 xiǎo zhīshi Tips

Xìnyòngkǎ
信用卡

zhàngdānrì: Fā kǎ yínháng měi yuè huì duì nǐ de xìnyòngkǎ zhànghù dāng qī fāshēng de
账单日: 发卡银行每月会对你的信用卡账户当期发生的
gè xiàng jiāoyì fèiyòng děng jìnxíng huìzǒng jiésuàn, bìng jié jì lìxī, jìsuàn nǐ dāng qī
各项交易、费用等进行汇总结算, 并结计利息, 计算你当期
zǒng qiànkǔn jīn'ér hé zuì xiǎo háiukuǎn'ér, bìng gěi nǐ fāsòng duìzhàngdān. Cǐ rìqī jí
总欠款金额和最小还款额, 并给你发送对账单。此日期即

wéi nǐ xìnyòngkǎ de zhàngdānrì.
为你信用卡的账单日。

huánkuǎnrì: Huánkuǎnrì yìbān shì zhàngdānrì hòu 20 tiān zuǒyòu, bù tóng yínháng lüè yǒu
还款日：还款日一般是账单日后20天左右，不同银行略有
bù tóng, zài 19~25 rì zhījiān. Rúguǒ huánkuǎn yǒu kùnnan, yīng zuì shǎo huánshàng zuì
不同，在19~25日之间。如果还款有困难，应最少还上最
dī huánkuǎn'ér bùfēn yìbān wéi zhàngdān jīn'ér de 5% huò 10% , fǒuzé jiāng kěnéng
低还款额部分（一般为账单金额的5%或10%），否则将可能
bèi quán'ér fáxī, shōuqǔ zhìnàjīn, bìng yǐngxiǎng nǐ de xìnyòng zhuàngkuàng.
被全额罚息、收取滞纳金，并影响你的信用状况。

Credit Card

Billing day: The billing day is the day each month when the issuing bank settles all transactions and fees incurred during the current billing cycle in your credit card account. The bank calculates the interest, the total amount owed and the minimum amount of repayment, and sends you a statement of account. This is the billing day of your credit card.

Repayment date: The repayment date is generally about 20 days after the billing day, which may slightly vary depending on the bank, typically between the 19th and 25th day after the billing day. If you have trouble making a payment, you should at least pay the minimum amount of repayment (typically 5% or 10% of the bill amount), otherwise you may be subject to full interest charges, overdue fees and negative effects on your credit standing.

项目小结 Item Summary

普通词语 General Vocabulary

1.	付款	fù//kuǎn	v.	pay a sum of money
2.	消费	xiāofèi	v.	consume
3.	携带	xiédài	v.	carry
4.	限制	xiànzhì	v.	limit
5.	期限	qīxiàn	n.	deadline
6.	扣除	kòuchú	v.	deduct
7.	卫生间	wèishēngjiān	n.	restroom
8.	外面	wàimiàn	n.	outside
9.	椅子	yǐzi	n.	chair
10.	赶紧	gǎnjǐn	adv.	quickly

cíyǔ
词语
Vocabulary

cíyǔ
词语
Vocabulary

11. 报警	bào//jǐng	v.	call the police
12. 监控	jiānkòng	v.	monitor
13. 丢失	diūshī	v.	lose

专业词语 Specialized Vocabulary

1. 外汇	wàihuì	n.	foreign currency
2. 旅行支票	lǚxíng zhīpiào	phr.	traveler's check
3. 信用卡	xìnyòngkǎ	n.	credit card
4. 面额	miàn'é	n.	denomination
5. 兑换	duìhuàn	v.	exchange
6. 透支	tòuzhī	v.	overdraw
7. 申领	shēnlǐng	v.	apply
8. 审查	shěenchá	v.	examine
9. 信用额度	xìnyòng édù	phr.	credit limit
10. 缴纳	jiāonà	v.	pay
11. 保证金	bǎozhèngjīn	n.	deposit
12. 手续费	shǒuxùfèi	n.	service charge
13. 保险	bǎoxiǎn	n.	insurance
14. 理赔	lǐpéi	v.	settle a claim
15. 证明书	zhèngmíngshū	n.	certificate
16. 旅行社	lǚxíngshè	n.	travel agency
17. 索赔	suǒpéi	v.	claim for compensation

jùzi
句子
Sentences

1. 可以用外汇、旅行支票或者国际信用卡在境外购物消费。
2. 境外旅行保险基本可分为人身安全和财产安全两种。
3. 当游客在境外旅游期间出现行李丢失、被盗，游客意外伤病和死亡时，可向保险公司索赔。

项目五 Item 5

国际时差知识 Knowledge on International Time Difference

题解 Introduction

1. 学习内容：时差概念及时差效应的影响。

Learning content: The concept of jet lag and the influence of jet lag effect.

2. 知识目标：掌握与跟游客沟通、提供减少时差效应影响的预防措施有关的核心词语及表述。

Knowledge objectives: To acquire the core words and expressions related to communicating with tourists and providing preventive measures to reduce the influences of jet lag effect.

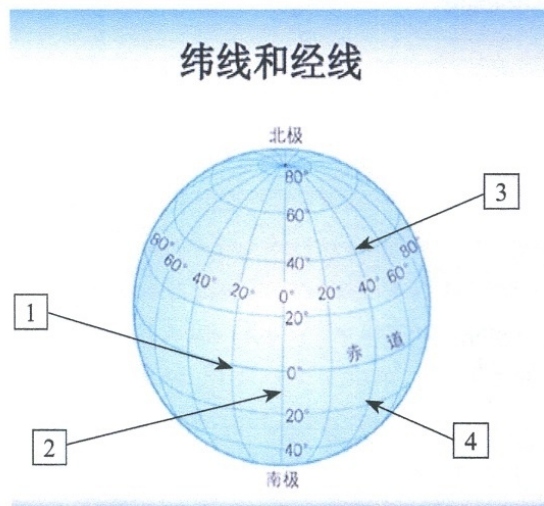
3. 技能目标：能够看懂世界时区地图，会计算时区、时差和地方时。

Skill objective: To be able to read the world time zone map and calculate time zone, time difference and local time.



一、热身 rèshēn Warm-up

1. 请选择数字对应的名称。 Choose the names corresponding to the numbers.



jīngxiàn
A. 经线
longitude

wěixiàn
B. 纬线
latitude

chìdào
C. 赤道
equator

běncū-zǐwǔxiàn
D. 本初子午线
prime meridian

① _____

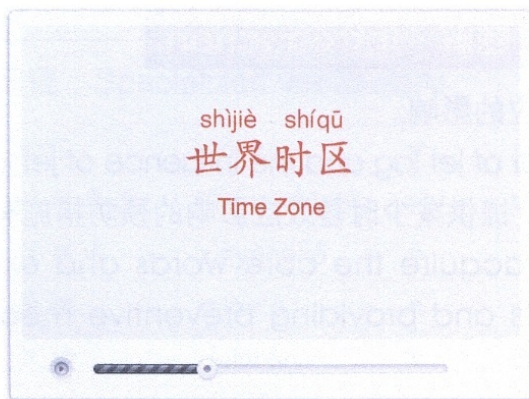
② _____

③ _____

④ _____

2. 看视频，了解时区的划分和计算方法，根据以下这些国家首都的经度判断它们所在的时区。

Watch the video to learn about the division and calculation of time zones and determine the time zones of the following capitals according to their longitude.



① Jīnbīan 金边 Phnom Penh	dōngjīng 104 dù 东经 104 度 104°E	_____ qū _____ 区 time zone
② Běijīng 北京 Beijing	dōngjīng 116 dù 东经 116 度 116°E	_____ qū _____ 区 time zone
③ Dōngjīng 东京 Tokyo	dōngjīng 139 dù 东经 139 度 139°E	_____ qū _____ 区 time zone
④ Lúndūn 伦敦 London	dōngjīng 52 dù 东经 52 度 52°E	_____ qū _____ 区 time zone
⑤ Niǔyuē 纽约 New York	xī jīng 74 dù 西经 74 度 74°W	_____ qū _____ 区 time zone
⑥ Mòsikē 莫斯科 Moscow	dōngjīng 37 dù 东经 37 度 37°E	_____ qū _____ 区 time zone

二、课文 kèwén Texts

A 06-01

dǎoyóu: Nǐmen hǎo! Huānyíng láidào Jiǎnpǔzhài shǒudū Jīnbīan.

导游：你们好！欢迎来到柬埔寨首都金边。

yóukè: Nín hǎo! Qǐngwèn wǒmen jīntiān wǎnshang de ānpái shì shénme?

游客：您好！请问我们今天晚上的安排是什么？

dǎoyóu: Wǒmen shǒuxiān rùzhù jiǔdiàn. Jīnbīan shíjiān wǎnshàng liù shí wǒmen zài cāntīng yòng-
导游: 我们 首先 入住 酒店。金边 时间 晚上 六时 我们 在 餐厅 用

cān, wǎnshàng bā shí wǒmen jiāng zài jiǔdiàn jùchǎng guānkàn yì chǎng jīngcǎi de
餐, 晚上 八时 我们 将 在 酒店 剧场 观看 一场 精彩 的

Jiānpǔzhài wénhuà yǎnchū.
柬埔寨 文化 演出。

yóukè: Nà Jīnbīan shíjiān shì bu shì bǐ Běijīng shíjiān wǎnle yí gè xiǎoshí?
游客: 那 金边 时间 是不是 比 北京 时间 晚 了 一个 小时?

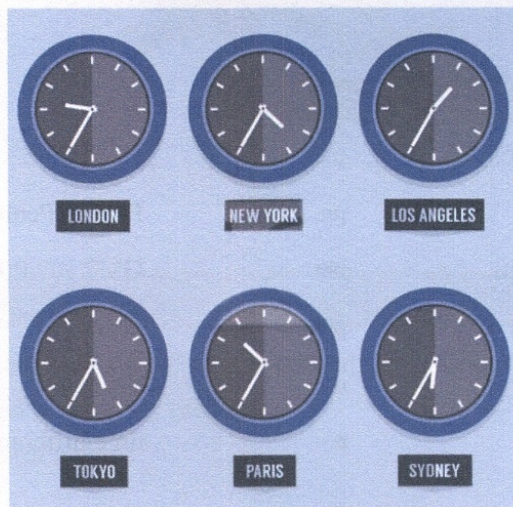
dǎoyóu: Shìde, nín shuō de hěn duì. Jīnbīan zài dōng qī qū, Běijīng zài dōng bā qū,
导游: 是的, 您 说得 很 对。金边 在 东 七 区, 北京 在 东 八 区,

xiāngchā yí gè shíqū, suǒyǐ Jīnbīan shíjiān bǐ Běijīng shíjiān wǎnle yí gè xiǎoshí.
相差 一个 时区, 所以 金边 时间 比 北京 时间 晚 了 一个 小时。

yóukè: Ò, wǒ míngbai le, xièxie!
游客: 哦, 我 明白 了, 谢谢!

dǎoyóu: Guójì shíchā kěnéng huì gěi dàjiā dàilái yìxiē búbiàn, rúguǒ nín yǒu wèntí,
导游: 国际 时差 可能 会 给 大家 带来 一些 不便, 如果 您 有 问题,

qǐng gàosu wǒ, wǒ huì quánlì bāng nín jiějué!
请 告诉 我, 我 会 全力 帮 您 解决!



译文 yìwén Text in English

Tour Guide: Hello! Welcome to Phnom Penh, capital of Cambodia.

Tourist: Hello! May I know the arrangement of this evening?

Tour Guide: Sure. First, we'll check in the hotel, have our dinner at 6 p.m. Phnom Penh time, and then watch a wonderful Cambodian cultural performance in the hotel theater at 8 p.m.

Tourist: Is Phnom Penh time one hour later than Beijing Time?

Tour Guide: Yes, you are right. Phnom Penh is in GMT+7:00, while Beijing is in GMT+8:00, with one time zone apart. Therefore, Phnom Penh time is one hour later than Beijing Time.

Tourist: I see. Thank you.

Tour Guide: The international time difference may cause some inconvenience to you. If you have any problem, don't hesitate to tell me. I will try my best to help you.

普通词语 pǔtōng cíyǔ General Vocabulary

06-02

1. 首都	shǒudū	n.	capital
2. 安排	ānpái	n.	arrangement
3. 入住	rùzhù	v.	check in
4. 餐厅	cāntīng	n.	restaurant
5. 用餐	yòng/cān	v.	have a dinner
6. 剧场	jùchǎng	n.	theater
7. 精彩	jīngcǎi	adj.	wonderful
8. 演出	yǎnchū	n.	performance
9. 国际	guójì	adj.	international
10. 全力	quánlì	adv.	try one's best
11. 解决	jiějué	v.	solve

专业词语 zhuānyè cíyǔ Specialized Vocabulary

06-03

1. 柬埔寨	Jiǎnpǔzhài	pn.	Cambodia
2. 金边	Jīnbiān	pn.	Phnom Penh
3. 东七区	dōng qī qū	phr.	GMT+07:00
4. 相差	xiāng chà	phr.	differ
5. 时区	shíqū	n.	time zone
6. 时差	shíchā	n.	time difference

B 06-04

dǎoyóu: Nǐmen hǎo! Huānyíng chéngzuò fēijī cóng Zhōngguó láidào Jiǎnpǔzhài lǚyóu!
导游: 你们好! 欢迎乘坐飞机从中国来到柬埔寨旅游!

yóukè: Nín hǎo! Wǒ tīng biérén shuō yào dǎo shíchā, wǒmen xūyào ma?
游客: 您好! 我听别人说要倒时差, 我们需要吗?

dǎoyóu: Nín yǒu shénme búshì de gǎnjué ma?
导游: 您有什么不适的感觉吗?

yóukè: Wǒ hǎoxiàng méiyǒu shénme búshì de gǎnjué.

游客: 我好像没有什么不适的感觉。

dǎoyóu: Shìde, yìbān lái shuō, yì liǎng gè xiǎoshí de shíchā, rén de shēnglǐ shàng bìng bú

导游: 是的, 一般来说, 一两个小时的时差, 人的生理上并不

huì chūxiàn míngxǐn fǎnyìng, sān gè yǐshàng shíqū de fēixíng cái huì duì rénmen zàochéng

会出现明显反应, 三个以上时区的飞行才会对人们造成影响。当时差达到六七个小时的时候, 生理上的反应就

bǐjiào míngxǐn le.

比较明显了。

yóukè: Yuánlái rúcǐ, xièxie nǐ de jiěshì!

游客: 原来如此, 谢谢你的解释!

dǎoyóu: Bú kèqì!

导游: 不客气!



译文 yìwén Text in English

Tour Guide: Hello! Welcome to Cambodia. You've arrived here from China for your trip.

Tourist: Hello! I wonder if we need to get over the jet lag.

Tour Guide: Are you feeling uncomfortable?

Tourist No, I am not.

Tour Guide: OK. Generally speaking, time difference of one or two hours does not have obvious influence on people physiologically. Usually the flight over three time zones can have an impact on people, and if the time difference is more than six or seven hours, people have obvious physiological reaction to it.

Tourist: Oh, I see. Thank you for your explanation.

Tour Guide: You are welcome.

普通词语 pǔtōng cíyǔ General Vocabulary

06-05

1. 乘坐	chéngzuò	v.	take or ride
2. 不适	búshì	adj.	uncomfortable
3. 生理	shēnglǐ	n.	physiology
4. 明显	míngxiǎn	adj.	obvious
5. 反应	fǎnyìng	n./v.	reaction; react
6. 影响	yǐngxiǎng	n.	influence
7. 解释	jiěshì	n.	explanation

专业词语 zhuānyè cíyǔ Specialized Vocabulary

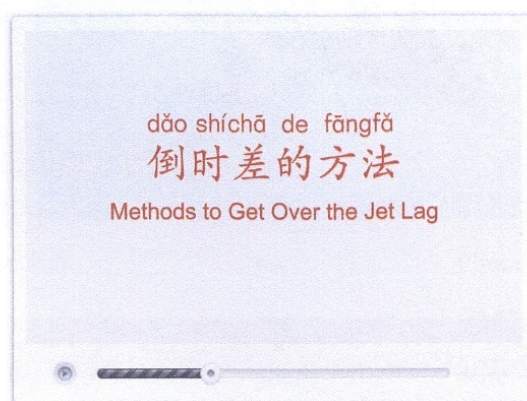
06-06

1. 倒时差	dǎo shíchā	phr.	get over the jet lag
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三、视听说 shì-tīng-shuō Viewing, Listening, and Speaking

看视频，了解倒时差的方法，请在可以减轻时差对人体造成影响的方法下面打上√，并试着说一说这些方法为什么能缓解。

Watch the video to learn the methods to get over the jet lag. Please tick the methods that can reduce the impact of jet lag on human body and explain why.



tiáozhěng hǎo shuìmián móshì

① 调整好睡眠模式

Adjusting the sleep mode

jìn shí

② 禁食

Refrain from eating

chíxù liáotiānr

③ 持续聊天儿

Keeping chatting

tiáozhěng guāngzhào shíjiān
④ 调整 光照 时间
Adjusting lighting time

tīng yáogǔn yīnyuè
⑤ 听 摇滚 音乐
Listening to rock and roll

chī xīnlà shíwù
⑥ 吃 辛辣 食物
Eating spicy food

pèidài re-timer yǎnjìng
⑦ 佩戴 re-timer 眼镜
Wearing re-timer glasses

xuǎnzé héshì de hángbān
⑧ 选择 合适的 航班
Choosing the right flight

说一说 Let's talk

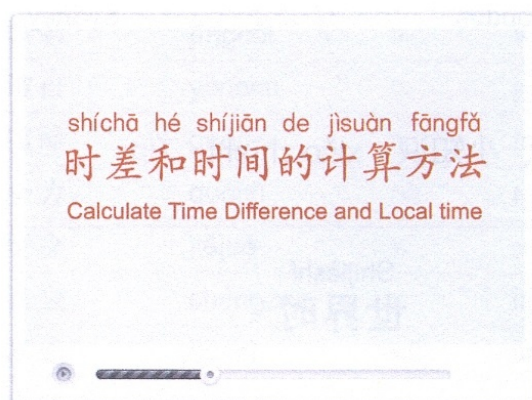
说一说能减轻时差对人体影响的方法。

List the methods to reduce the impact of jet lag on human body.

四、学以致用 xuéyǐzhìyòng Practicing What You Have Learnt

看视频，了解时差和时间的计算方法，根据下面表格提供的信息，由柬埔寨首都金边的时间推算出不同国家首都的当地时间。

Watch the video to learn how to calculate time difference and local time, and calculate the local time of different capitals based on the information provided in the following table and Phnom Penh time.



chéngshì 城市 City	Jīnbiān 金边 Phnom Penh	Běijīng 北京 Beijing	Dōngjīng 东京 Tokyo	Shǒu'ěr 首尔 Seoul	Huáshèngdùn 华盛顿 Washing- ton	Lúndūn 伦敦 London	Xīní 悉尼 Sydney
shíqū 时区 Time zone	dōng qī qū 东七区 GMT+7	dōng bā qū 东八区 GMT+8	dōng jiǔ qū 东九区 GMT+9	dōng jiǔ qū 东九区 GMT+9	xī wǔ qū 西五区 GMT-5	língshíqū 零时区 GMT 0	dōng shí qū 东十区 GMT+10



Jīnbīan

金边

Phnom Penh

Xiànzàishì xiàwǔ 6 diǎn.

现在是下午6点。

It is 6 p.m. now.

Běijīng

① 北京

Beijing

Dōngjīng

② 东京

Tokyo

Shǒu'ěr

③ 首尔

Seoul

Huáshèngdùn

④ 华盛顿

Washington

Lúndūn

⑤ 伦敦

London

Xīní

⑥ 悉尼

Sydney

五、小知识 xiǎo zhīshi Tips

Shìjièshí

世界时

“Shìjièshí” shì zhǐ “Gélínnízì shíjiān”. Gāi shíjiān shì yǐ Yīngguó Gélínnízì
 “世界时”是指“格林尼治时间”。该时间是以英国格林尼治

Tiānwéntái wéi biāozhǔn de, Gélínnízì zài Lúndūn nán jiāo. Gāi dì shì dìlǐ jīngdù qǐdiǎn,
 天文台为标准的，格林尼治在伦敦南郊。该地是地理经度起点，

xiànzài de zhè zhǒng xiǎoshí shíjiān dōu shì yǐ Gélínnízì shíjiān wéi biāozhǔn de. Gè dì de
 现在的这种小时时间都是以格林尼治时间为标准的。各地的

biāozhǔn shíjiān wéi Gélínnízì shíjiān jiāshàng huò jiǎnqù shíqū zhōng suǒbiāo de xiǎoshí hé fēn
 标准时间为格林尼治时间加上或减去时区中所标的小时和分

zhōng shù shíchā.

钟数时差。

Universal Time

The “universal time” refers to the “Greenwich Mean Time”, which is based on the Greenwich Observatory. Located in the southern suburb of London, Greenwich is the starting point of geographic longitudes. The current time is all based on the Greenwich Mean Time. The standard time of different places is the GMT plus (+) or minus (-) the time difference in hours and minutes indicated by the respective time zones.

项目小结 Item Summary

普通词语 General Vocabulary

1. 首都	shǒudū	n.	capital
2. 安排	ānpái	n.	arrangement
3. 入住	rùzhù	v.	check in
4. 餐厅	cāntīng	n.	restaurant
5. 用餐	yòngcān	v.	have a dinner
6. 剧场	jùchǎng	n.	theater
7. 精彩	jīngcǎi	n.	wonderful
8. 演出	yǎnchū	n.	performance
9. 国际	guójì	n.	international
10. 全力	quánlì	adj.	try one's best
11. 解决	jiějué	v.	solve
12. 乘坐	chéngzuò	v.	take or ride
13. 不适	búshì	adj.	uncomfortable
14. 生理	shēnglǐ	n.	physiology
15. 明显	míngxiǎn	adj.	obvious
16. 反应	fǎnyìng	n./v.	reaction; react
17. 影响	yǐngxiǎng	n.	influence
18. 解释	jiěshì	n.	explanation

专业词语 Specialized Vocabulary

1. 柬埔寨	Jiǎnpǔzhài	pn.	Cambodia
2. 金边	Jīnbīān	pn.	Phnom Penh
3. 东七区	dōng qī qū	phr.	GMT+7:00
4. 相差	xiāng chà	phr.	differ

cíyǔ

词语

Vocabulary

cíyǔ 词语 Vocabulary	5. 时区	shíqū	n.	time zone
	6. 时差	shíchā	n.	time difference
	7. 倒时差	dǎo shíchā	phr.	jet lag
jùzi 句子 Sentences	1. 金边在东七区，北京在东八区，相差一个时区。			
	2. 金边时间比北京时间晚了一个小时。			
	3. 原来如此，谢谢你的解释！			

项目一 Item 1

景区接待服务 *Reception Service at Scenic Spots*

我的工作 My job

1. 规范与流程：学习景区接待服务流程、规范和服务用语。

Procedures and Specifications: Learning the reception service procedures, specifications and service terms of a scenic spot.

2. 工作模块一：景区接待服务售票服务。

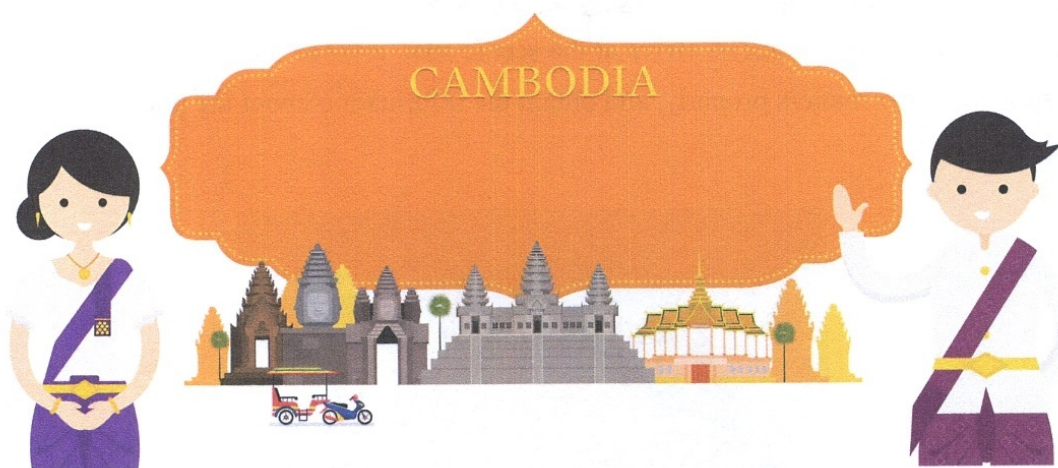
Work Module 1: Reception service and ticketing service of a scenic spot.

3. 工作模块二：景区游览服务。

Module 2: Scenic spot tour service.

4. 工作模块三：景区游客投诉服务。

Module 3: Tourist complaint service at a scenic spot.



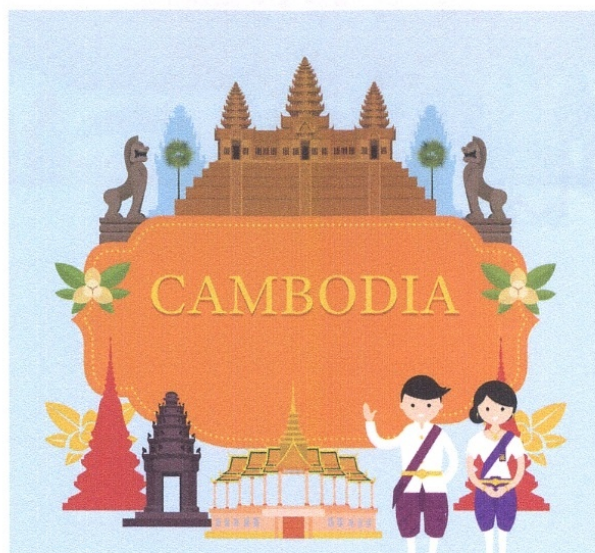
流程与规范 Procedures and Specifications

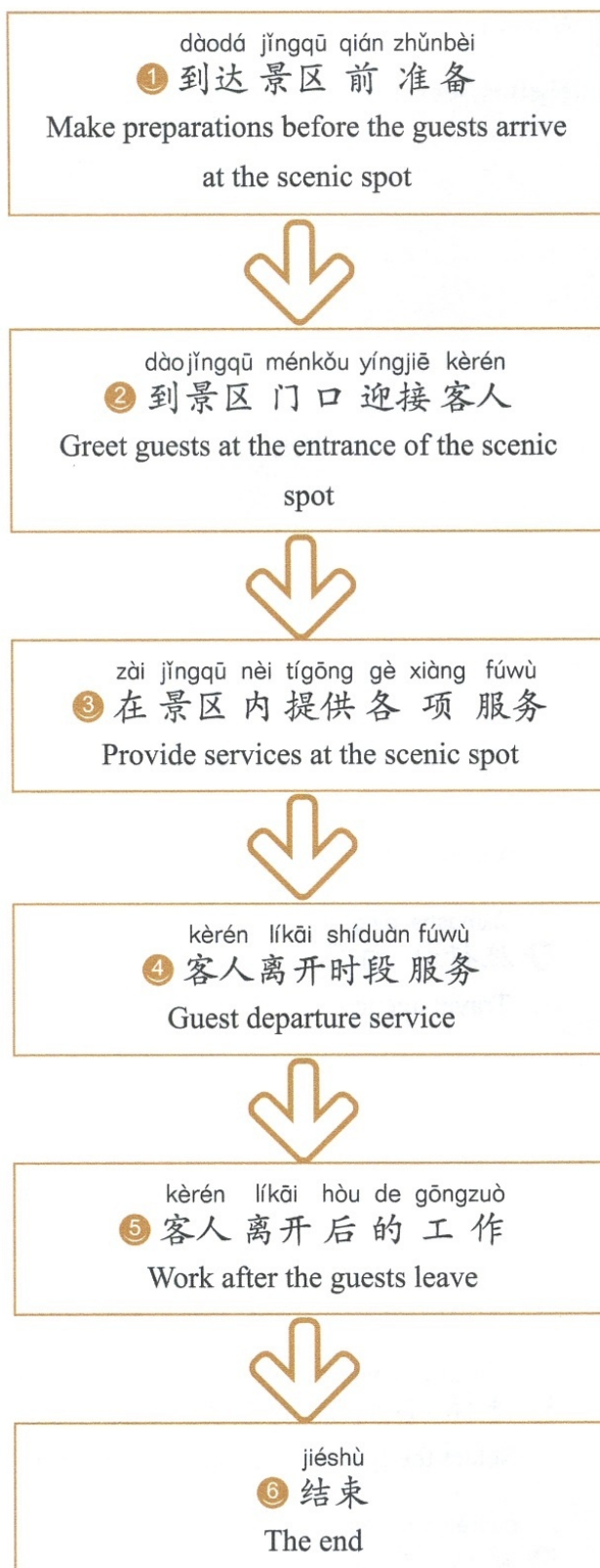
看视频，了解景区接待服务流程与规范，请判断下列服务属于哪个景区接待服务流程。

Watch the video to understand the reception service procedures and specifications in scenic spots, and determine which procedure the following reception service falls under.



- Zhuānyè rényuán wèi kèrén jiǎngjiě běndì qìhòu, fēngtǔ rénqíng, zhùmíng tèchǎn jí jǐngqū jīběn qíngkuàng.
- A. 专业 人员 为 客人 讲解 本地 气候、风土 人情、著名 特产 及 景区 基本 情况。
Professionals explain the local climate, local customs, famous specialties and basic information of the scenic spot to guests.
- Xiàng kèrén huò liánxìrén zhēngqiú yìjiàn, duì yìjiàn yào jíshí fǎnkuì.
- B. 向 客人 或 联系人 征求 意见，对 意见 要 及时 反馈。
Ask guests or contacts for opinions and give feedback in a timely manner.
- Zài kèrén dàodá jǐngqū qián yí xiǎoshí nèi, ānpái tuǒdàng ménpiào, yòngcān, jǐngqū dǎoyóu děng jiēdài shì yí, zhǎngwò kèrén suǒ chéng chēliàng xìnxī jí dàodá shíjiān.
- C. 在 客人 到达 景区 前一 小时 内，安排 妥当 门票、用餐、景区 导游 等 接待 事宜，掌握 客人 所 乘 车辆 信息 及 到达 时间。
Within one hour, before the guests arrive at the scenic spot, arrange the tickets, meals, tour guide at the scenic spot and other matters properly, and obtain the information about the guests' tour bus and arrival time.





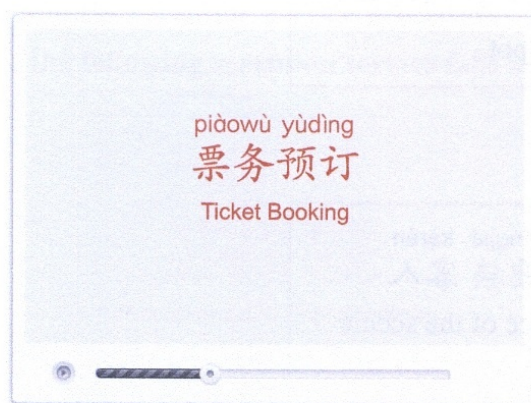
A. _____

B. _____

C. _____

工作模块一 Working Module 1

景区接待服务售票服务。Reception service and ticketing service of a scenic spot.



piàowù yùdìng qúdào

票务预订渠道

Ticket booking channels

diànhuà dìngpiào

① 电话订票

Telephone booking

wǎng shàng dìngpiào

② 网上订票

Online booking

shòupiàochù dìngpiào

③ 售票处订票

Booking at the ticket office

lǚxíngshè dìngpiào

④ 旅行社订票

Travel agency booking

tuántǐ dìngpiào

⑤ 团体订票

Group booking

dìngpiào liúchéng

订票流程

Booking process

tiánxiě yùdìng rìqī

① 填写预订日期

Fill in the reservation date;

xuǎnzé yào dìnggòu de piàowù lèixíng hé shùliàng

② 选择要订购的票务类型和数量

Select the type and quantity of tickets to book;

tiánxiě lǐngpiàorén xìnxī

③ 填写领票人信息

Fill in the information of the ticket receiver;

quèrèn dìngdān

④ 确认订单

Confirm the order;

wǎng shàng huò xiànchǎng zhīfù

⑤ 网上或现场支付

Pay online or on site;

xiànchǎng qǔpiào

⑥ 现场取票

Pick up tickets on site.



我的工作：

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观吴哥窟。现在请你确认下旅行团的情况，并填写这份确认单。

My job:

You will receive a group of 20 tourists from China today. They will visit Angkor Wat. Please confirm the information of the group and fill in this confirmation form.

quèrèndān
确认单

Confirmation Form

tuánhào
团号：

Group No.

dìqū huò guójí
地区或国籍：

Region or Nationality

cānguān rìqī 参观 日期 Date of visit	jǐngdiǎn míngchēng 景点 名称 Name of the scenic spot	rénshù (chéng rén / értóng) 人数 (成人 / 儿童) Number of people (adults/ children)	yòngcān 用餐 Dining	bèizhù 备注 Notes
fèiyong héjì 费用 合计 Total cost				

旅行社（签章）：

Travel agency (seal):

联系人：

Contact:

电话：

Telephone:

日期：

Date:

景区：（签单）

Scenic spot (seal):

联系人：

Contact:

电话：

Telephone:

日期：

Date:

工作模块二 Working Module 2

景区游览服务。Scenic service.

yóulǎn qián dǎoyóu fúwù

游览前导游服务

Pre-tour guide service

① gāi jǐngdiǎn de tíngliú shíjiān

该景点的停留时间

Length of stay in the scenic spot

③ jǐngdiǎn de yóulǎn xiànlù

景点的游览线路

Tour route in the scenic spot

② yóulǎn jiéshù hòu de jíhé dìdiǎn

游览结束后的集合地点

Gathering place after the tour

④ jǐngdiǎn gàikuàng

景点概况

Overview of the scenic spot

yóulǎn guòchéng zhīzhōng

游览过程中

During the tour

① dǎo yǔ yóu, jízhōng yǔ fēnsàn, láoyì xiāng jiéhé

导与游、集中与分散、劳逸相结合

Combine guiding and touring, group activities and individual exploration, as well as activity and rest;

② zuòhǎo tíxǐng gōngzuò, fángzhǐ yóukè zǒushī

做好提醒工作，防止游客走失

Provide timely reminders to prevent tourists from getting lost.

导游工作用语：

Shǒuxiān hěn huānyíng dàjiā lái dào Wúgē Kū, wǒ shì jīntiān dàilǐng dàjiā de dǎoyóu. Jīntiān
首先 很欢迎大家来到吴哥窟，我是今天带领大家的导游。今天

wǒmen jiāng zài cǐ dì cānguān sān gè xiǎoshí, yóulǎn jiéshù hòu wǒmen zài yóukè zhōngxīn jíhé,
我们将在此地参观三个小时，游览结束后我们在游客中心集合，

qǐng dàjiā yíding yào gēn tuán yìqǐ zǒu. Wǒmen jiāng huì yóulǎn Tǎpǔlóng Sì hé Nǚwáng Gōng,
请大家一定要跟团一起走。我们将会游览塔普隆寺和女王宫，

yīnwèi shì lǚyóu wàngjì, zài jìnrù jǐngdiǎn shí kěnéng xūyào dàjiā páiduì, tiānqì yánrè,
因为是旅游旺季，在进入景点时可能需要大家排队，天气炎热，

qǐng dàjiā pèihé, bǎochí xīnqíng yúkuài, suǒyǒu de děngdài dōu shì wèile gèng hǎo de tǐyàn,
请大家配合，保持心情愉快，所有的等待都是为了更好的体验，

xīwàng jīnrì de lǚyóu néng dài gěi nǐmen měihǎo de tǐyàn.
希望今天的旅游能带给你们美好的体验。

Useful expressions for tour guides:

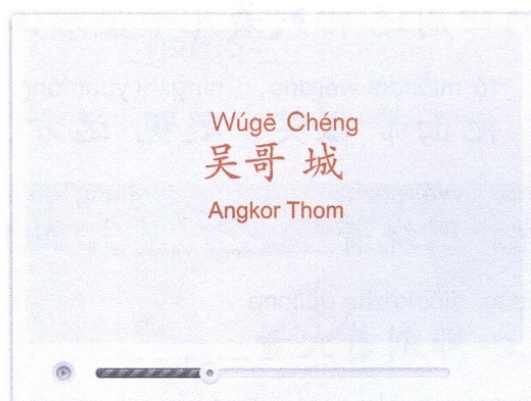
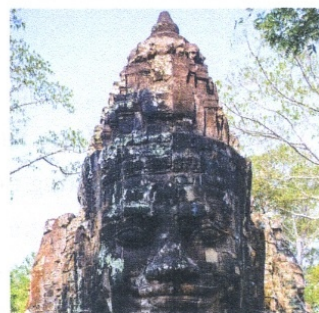
First of all, welcome to Angkor Wat. I am your guide today. Today we are going to visit it for three hours. After the tour, we will gather at the Tourist Center. Please be sure to go with the group. We will visit Ta Prohm and Banteay Srei. As it is the peak tourist season now, we may need to queue up before entering the scenic spot. On such a hot day, please cooperate and keep a good mood. All the waiting is for a better experience. I hope this tour will be your unforgettable experience.

**我的工作:**

今天你接待了一个来自中国的旅游团，共有 20 人。他们将参观吴哥窟。现在请听一段有关吴哥窟的解说词，选择正确的答案填在横线上。

My job:

You will receive a group of 20 tourists from China today. They are going to visit Angkor Wat. Now listen to a commentary of Angkor Wat and choose the correct answers.



Wúgē Chéng shì _____ ① _____ de shǒudōu, shǐ jiàn yú _____ ② _____, duō cì huǐ yú zhàn-huǒ, hòu jǐ jīng chóngjiàn. Xiàncún de shì 12 shìjì mò, 13 shìjì chū yóu _____ ③ _____ suǒ jiàn.
吴哥城是 _____ ① _____ 的首都，始建于 _____ ② _____，多次毁于战火，后几经重建。现存的是 12 世纪末、13 世纪初由 _____ ③ _____ 所建。

Wúgē Chéng chéng

吴哥城呈

④

quán chéng gòng yǒu 5 dào chéngmén, 4 dào tōng xiàng chéng

全城共有5道城门, 4道通向城

zhōngxīn de

中心的

⑤

hái yǒu yī dào tōng xiàng huánggōng de “Shènglì Mén”, chéngmén

还有一道通向皇宫的“胜利门”, 城门

shàngmiàn shì miànxiàng sìfāng de

上面是面向四方的

⑥

5 zuò chéngmén wài gè yǒu yī zuò héngkuà

5座城门外各有一座横跨

⑦

de dà qiáo, qiáo de liǎng páng zhì yǒu

的大桥, 桥的两旁置有

⑧

měi biān 27 zūn. Shénxiàng

每边27尊。神像

gāo 2.5 mǐ, chéng

高2.5米, 呈

⑨

Chéng nèi zhǔyào jiànzhùwù wéi Bāróng Sì, qí héxīn bùfen shì yì zǔ yóu 16 zuò xiāng lián

城内主要建筑物为巴戎寺, 其核心部分是一组由16座相连

⑩

gòuchéng de jiànzhùqún, měi zuò tǎ shàng mǎn bù

构成的建筑群, 每座塔上满布

⑪

Chú zhōng

除中

yāngtǎ wài, zài liǎng céng tái jī de sìzhōu hái páilièzhe jǐ shí zuò xíngtǐ xiāngtóng de shítǎ,
央塔外, 在两层台基的四周还排列着几十座形体相同的石塔,měi zuò tǎ gè yǒu yī zuò Sìmiànfó, tā miàndài wēixiào, níngshì yuǎnfāng, liǎnxíng kùsì Jiǎn-
每座塔各有一座四面佛, 他面带微笑, 凝视远方, 脸形酷似柬

wáng Shèyēbámó Qī Shì de róngmào. Wéirào zhe

王摄耶拔摩七世的容貌。围绕着

⑫

shàng de jiànzhù yǒu liǎng gè tóng-

上的建筑有两个同

xīn de

心的

⑬

huíláng shàng diāokèzhe dàliàng

回廊上雕刻着大量

⑭

zhǔyào yǐ shénhuà

主要以神话

gùshi. dāngshí zhòngdà de xiànshí dòuzhēng hé

故事、当时重大的现实斗争和

⑮

wéi tícái.

为题材。

As the capital of the Angkor Dynasty, Angkor Thom was built in the 9th century and destroyed many times in wars. The existing one was built in the late 12th and early 13th centuries by King Jayavarman VII.

Angkor Thom is square with the five city gates, four of which lead to Bayon Temple in the center of the city, and one of which leads to the “Gate of Victory” of the palace, and above the gate is the Four-faced Buddha facing four directions. Outside each of five city gates is a bridge across the moat. On each side of the bridge are 27 stone Buddhas, each 2.5 meters high and seated on their heels.

The main building in the city is Bayon Temple, the core of which is an architectural complex consisting of 16 connected pagodas, each adorned with carvings. In addition to the central tower, there are dozens of stone towers of the same shape around the two-layered stylobate. Each tower has a Four-faced Buddha, who smiles and stares into the distance, and whose face resembles King Jayavarman VII. Two concentric square ambulatories surround the stylobate, on which a large number of reliefs are carved, mainly themed on fairy tales, major reality struggles of the time and daily life.

Wúgē Wángcháo
A. 吴哥 王朝

9 shìjì
D. 9 世纪

shídīāo shénxiàng
G. 石雕 神像

guìzuòzhuàng
J. 跪坐状

rìcháng shēnghuó
M. 日常生活

zhèngfāngxíng
B. 正方形

Jiǎnwáng Shèyēbámó Qī Shì
E. 柬王 摄耶拔摩七世

hùchéng hé
H. 护城河

táijī
K. 台基

fāngxíng huíláng
N. 方形 回廊

Bāróng Sì
C. 巴戎寺

Sìmiǎnfó xiàng
F. 四面佛像

bǎotǎ
I. 宝塔

diāokè
L. 雕刻

fúdiāo
O. 浮雕

① _____
⑤ _____
⑨ _____
⑬ _____

② _____
⑥ _____
⑩ _____
⑭ _____

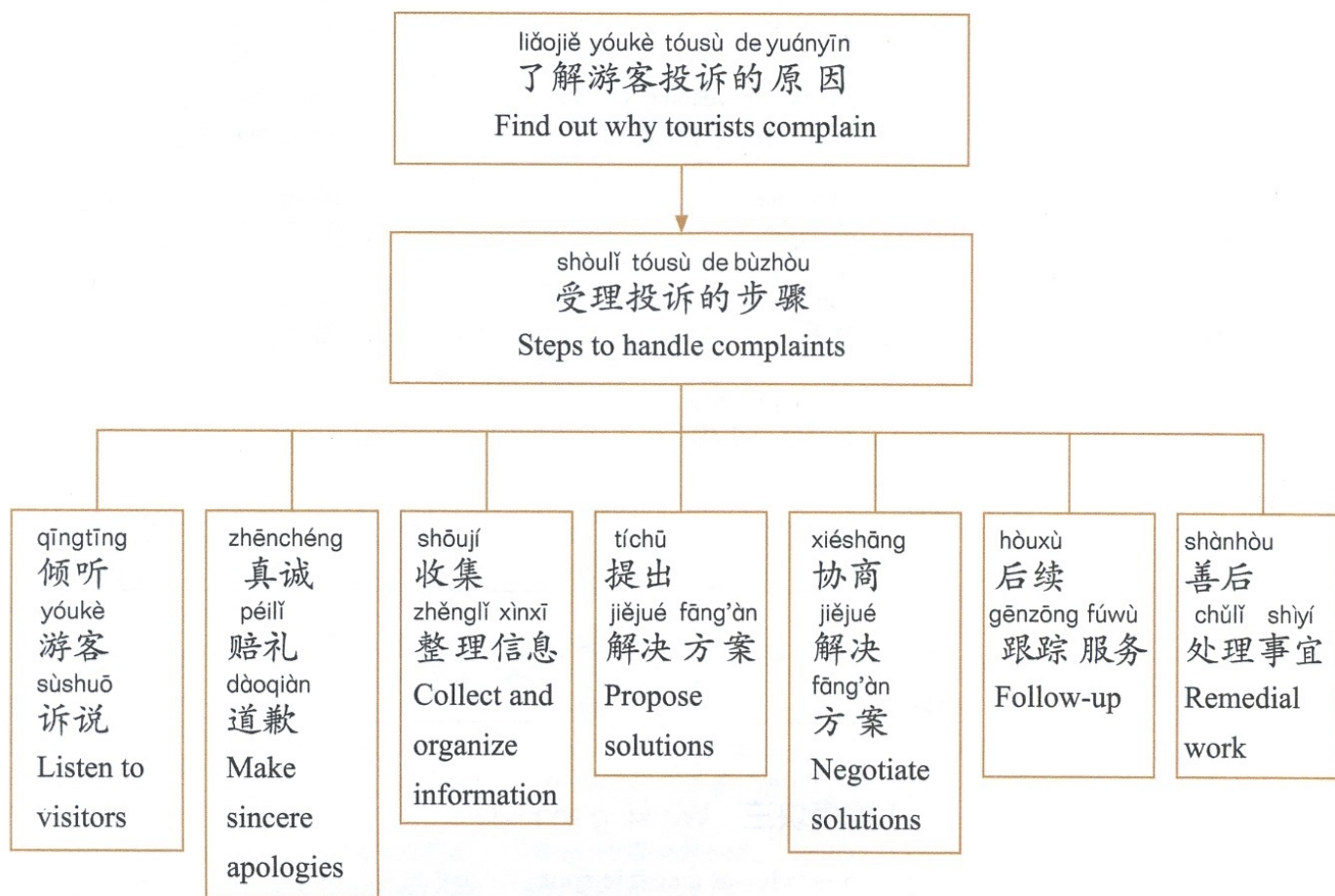
③ _____
⑦ _____
⑪ _____
⑮ _____

④ _____
⑧ _____
⑫ _____

工作模块三 Working Module 3

景区游客投诉服务。Tourist complaint service at a scenic spot.





导游工作用语:

Xiàng nín zhèyàng dìwèi de rén
• 像您这样地位的人.....

Rúguǒ nín kěyǐ wǒ huì hěn gǎnjī nín.
• 如果您可以.....我会很感激您。

Yěxǔ nín kěyǐ zài fāngmiàn gěi wǒ yìxiē jiànyì.
• 也许您可以在.....方面给我一些建议。

Nín zhēnde zài fāngmiàn bāngle wǒ yí gè máng.
• 您真的在.....方面帮了我一个忙。

Qǐng nín yīnwèi nín zhēnde yǒu zhè fāngmiàn de zhuānyè zhīshì.
• 请您.....因为您真的有这方面的专业知识。

Xiàng nín zhèyàng yǒu chéngjiù de rén
• 像您这样有成就的人.....

Nín shuō de wánquán zhèngquè
• 您说得完全正确.....

Wǒ wèi nín suǒ yùdào de wèntí ér gǎndào fēicháng bàoqiàn. Qǐng gàosu wǒ fāshēngle
我为您所遇到的问题而感到非常抱歉。请告诉我发生了

shénme shìqíng ne? Qǐng nín búyào zhāojí, wǒ fēicháng lǐjiě nín de xīnqíng, wǒmen yídíng huì
什么事情呢? 请您不要着急, 我非常理解您的心情, 我们一定会
jiéjìn quánlì wéi nín jiějué de. Wǒmen huì jiāng nín shuō de qíngkuàng jǐnkuài fǎnyìng gěi xiāng-
竭尽全力为您解决的。我们会将您说的情况尽快反映给相
guān bùmén qù zuò gǎijìn, xièxie nín de lǐjiě hé zhīchí, wǒmen jiāng búduàn gǎijìn fúwù,
关部门去做改进, 谢谢您的理解和支持, 我们将不断改进服务,
ràng nín mǎnyì.
让您满意。

Useful expressions for tour guides:

- A man in your position...
- If you could... I would be very grateful to you.
- Perhaps you can give me some advice on...
- You really did me a favor.
- Would you please... because you are a specialist in this field?
- The high achievers like you...
- You're absolutely right...

I am very sorry for the problems you have encountered. Please tell me what happened. Please don't worry. I fully understand your feelings and we will try our best to solve it for you. We will report what you've said to relevant departments for improvement as soon as possible. Thank you for your understanding and support. We will continue to improve our service to your satisfaction.

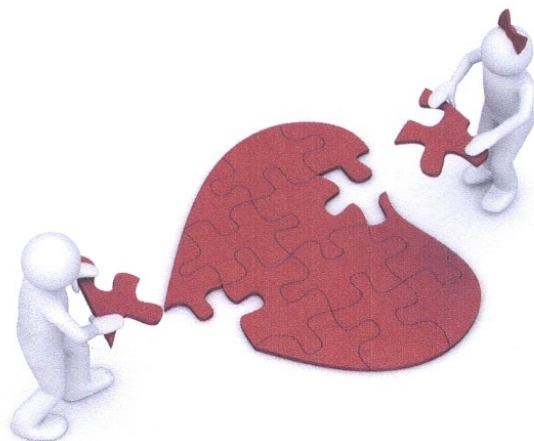


我的工作:

今天你将接待一个来自中国的旅游团, 共有 20 人。他们将参观吴哥窟。游览结束后, 请让旅客填写满意度调查表, 并及时解决调查表上的问题和建议。

My job:

You are going to receive a group of 20 tourists from China today. They will visit Angkor Wat. After the tour, please ask them to fill in the satisfaction questionnaire, and respond to the problems and suggestions in time.



对导游的投诉处理和满意度调查 Tour Guide Complaint Handling and Satisfaction Survey

尊敬的游客：

非常感谢您在珍贵的旅游过程中填写这份意见调查表。您的宝贵意见将作为评估本景区游客满意度的重要参考依据。

感谢您的配合与支持，祝您旅游愉快！

Dear visitors,

Thank you very much for filling in this questionnaire during your trip. Your valuable opinions will be taken as an important reference to evaluate the tourist satisfaction of this scenic spot.

Thank you for your cooperation and support. Wish you a pleasant trip.

diàochá xiàngmù 调查项目 Survey item	hěn mǎnyì 很满意 Quite satisfied	mǎnyì 满意 Satisfied	yībān 一般 So-so	bù mǎnyì 不满意 Not satisfied
wàibù jiāotōng zhǐyǐn 外部交通指引 External traffic guidance				
nèibù yóulǎn xiànlù 内部游览线路 Internal tour itinerary arrangement				
guānjǐng shèshī 观景设施 Facilities for sightseeing				
lùbiāo zhǐshì 路标指示 Signs for directions				
jǐngwù jièshàopái 景物介绍牌 Introduction boards				
xuānchuán zīliào 宣传资料 Publicity materials				
dǎoyóu jiǎngjiě 导游讲解 Tour guide service				
fúwù zhìliàng 服务质量 Quality of service				
huánjìng wèishēng 环境卫生 Environmental health				

(续表)

diàochá xiàngmù 调查项目 Survey item	hěn mǎnyì 很满意 Quite satisfied	mǎnyì 满意 Satisfied	yìbān 一般 So-so	bù mǎnyì 不满意 Not satisfied
yóukè fúwù zhōngxīn 游客服务中心 Tourist Service Center				
jǐngqū cèsuǒ 景区厕所 Toilets				
shāngpǐn gòuwù 商品购物 Shopping				
cānyǐn huò shípǐn 餐饮或食品 Food & beverage				
lǚyóu zhìxù 旅游秩序 Public order				
jǐngqū bǎohù 景区保护 Scenic spot protection				
zǒngtǐ yìnxiàng 总体印象 Overall impression				
qítā yìjiàn hé jiànyì 其他意见和建议: Other comments and suggestions				

项目二 Item 2

景区解说服务 *Commentary Service at Scenic Spots*

我的工作 My job

1. 规范与流程：学习景区解说服务流程、规范和服务用语。

Procedures and Specifications: Learning the interpretation service procedures, specifications and service terms of scenic spots.

2. 工作模块一：旅游景区环境解说服务。

Work Module 1: Environmental interpretation service of tourist attractions.

3. 工作模块二：旅游吸引物解说服务。

Module 2: Interpretation services for tourist attractions.

4. 工作模块三：旅游管理解说服务。

Module 3: Tourism management interpretation service.



流程与规范 Procedures and Specifications

看视频，了解景区解说服务流程与规范，请判断下列解说服务属于景区哪个解说服务流程。

Watch the video to understand scenic spot interpretation service procedures and specifications, and determine which procedure the following interpretation service falls under.



Yào xiān huòdé xǔkě cái kěyǐ pāi Jiǎnpǔzhàirén huò sēnglǚ de zhàopiàn.

A. 要先获得许可才可以拍柬埔寨人或僧侣的照片。

You need to obtain permission before taking photos of Cambodians or monks.

Jiǎnpǔzhài lǚyóu jǐngdiǎn zhòngduō, rú Wúgē Kū, Jīnbiān Wánggōng, Dúlì Jìniànbēi, Zhōngxíng Tǎ.

B. 柬埔寨旅游景点众多, 如吴哥窟、金边王宫、独立纪念碑、钟形塔、

Bīnjiāng Gōngyuán děng.

滨江公园等。

There are many tourist attractions in Cambodia, such as Angkor Wat, the Royal Palace in Phnom Penh, the Independence Monument, Wat Phnom, the Riverside Park, etc.

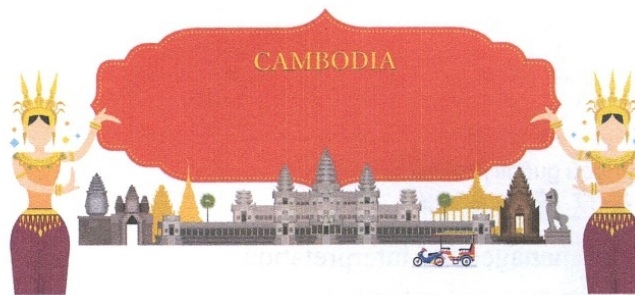
Jiǎnpǔzhài wèiyú Zhōngnán Bàndǎo, xībù jí xīběibù yǔ Tàiguó jiērǎng, dōngběibù yǔ Lǎowō jiāojiè,

C. 柬埔寨位于中南半岛, 西部及西北部与泰国接壤, 东北部与老挝交界,

dōngbù jí dōngnánbù yǔ Yuènnán pínlín, nánbù zé miànxiàng Tàiguó Wān.

东部及东南部与越南毗邻, 南部则面向泰国湾。

Cambodia is located in Indochina Peninsula, bordering Thailand in the west and northwest, Laos in the northeast, Vietnam in the east and southeast, and facing the Gulf of Thailand in the south.



zhǔnbèi jiēduàn: zìshēnzhǔnbèi, zhīshì zhǔnbèi, jìhuà zhǔnbèi
 ① 准备阶段：自身准备、知识准备、计划准备
 Preparation stage: making self-preparation, knowledge preparation and plan preparation.



yíngjiē fúwù jiēduàn: zhì huānyíngcí, jǐngqū huánjìng jiěshuō
 ② 迎接服务阶段：致欢迎辞、景区环境解说
 Welcoming stage: making a welcoming speech and a scenic spot environment interpretation



yóulǎn jiēduàn: jǐngdiǎn jiěshuō
 ③ 游览阶段：景点解说
 Visiting stage: making scenic spot interpretation



jǐngqū guǎnlǐ jiěshuō
 ④ 景区管理解说
 Making a scenic spot management interpretation



jiéshù
 ⑤ 结束
 The end

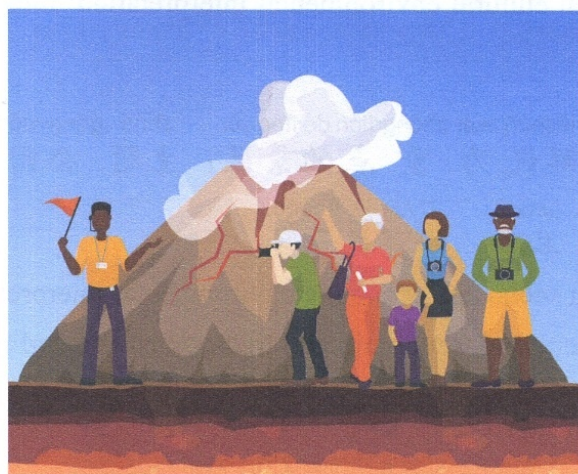
A. _____

B. _____

C. _____

工作模块一 Working Module 1

旅游景区环境解说服务。 Environmental interpretation service at scenic spots.



Lǚyóu jǐngqū huánjìng jiěshuō nèiróng:

旅游景区环境解说内容:

Content of scenic spot environmental interpretation:

① zìrán huánjìng jiěshuō
自然环境解说

Natural environmental interpretation

② shèhuì huánjìng jiěshuō
社会环境解说

Social environmental interpretation

③ wénhuà huánjìng jiěshuō
文化环境解说

Cultural environmental interpretation

④ jīngjì huánjìng jiěshuō
经济环境解说

Economic environmental interpretation

Lǚyóu jǐngqū huánjìng jiěshuō zhòngdiǎn:

旅游景区环境解说重点:

Focus of scenic spot environmental interpretation:

① Yǐ zìrán huánjìng jiěshuō wéi zhòngdiǎn de jǐngqū: zìrán bǎohùqū, zhíwùyuán, fēngjǐng míngshèng qū děng;
以自然环境解说为重点的景区: 自然保护区、植物园、风景名胜區等;

Scenic spots with focus on natural environmental interpretation: natural reserves, botanical gardens, scenic areas, etc.;

Yǐ wénhuà huánjìng jiěshuō wéi zhòngdiǎn de jǐngqū: bóyuànguǎn, sìmiào guāntáng, wénhuà yìshù lèi jǐngqū

- ② 以文化环境解说为重点的景区：博物院、寺庙、观堂、文化艺术类景区等；

Scenic spots with focus on cultural environmental interpretation: museums, temples, cultural and art attractions, etc.;

yǐ shèhuì, jīngjì huánjìng jiěshuō wéi zhòngdiǎn de jǐngqū: zhǔtí gōngyuán, yóulèchǎng, yǐjī gōngyè,

- ③ 以社会、经济环境解说为重点的景区：主题公园、游乐场，以及工业、农业、经贸、科教、军事、体育类景区。

Scenic spots with focus on social and economic environmental interpretation: theme parks, amusement parks, and industrial, agricultural, economic and trade, scientific and educational, military and sports attractions.



我的工作：

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观柬埔寨以下景点。现在请你根据各个景点情况，判断以下景点分别应该侧重哪个方面的环境解说。

My job:

You will receive a group of 20 tourists from China today. They will visit the following scenic spots in Cambodia. Please determine which environmental interpretation should be focused on for the following scenic spots.

Lǚyóu jǐngqū huánjìng jiěshuō zhòngdiǎn

旅游景区环境解说重点

Focus of scenic spot environmental interpretation

jǐngqū 景区	zìrán huánjìng 自然环境 Natural environment	shèhuì huánjìng 社会环境 Social environment	wénhuà huánjìng 文化环境 Cultural environment	jīngjì huánjìng 经济环境 Economic environment
Wúgē Kū 吴哥窟 Angkor Wat				
Dònglǐsà Hú 洞里萨湖 Tonle Sap				
Jiǎnpǔzhài 柬埔寨 Guójiā Bówùguǎn 国家博物馆 National Museum of Cambodia				

(续表)

jǐngqū 景区	zìrán huánjìng 自然 环境 Natural environment	shèhuì huánjìng 社会 环境 Social environment	wénhuà huánjìng 文化 环境 Cultural environment	jīngjì huánjìng 经济 环境 Economic environment
Jújǐng 桔井 Kratie				
Xīhānǚkè Hǎitān 西哈努克 海滩 Sihanoukville Beach				

工作模块二 Working Module 2

旅游吸引物解说服务。 Interpretation services for tourist attractions.

Lǚyóu xīyǐnwù

旅游吸引物

Tourist attractions

Lǚyóu xīyǐnwù zhǐ zìránjiè hé rénlèi shèhuì zhōng, néng duì yóukè chǎnshēng xīyǐnlì de gè zhǒng
旅游吸引物指自然界和人类社会中，能对游客产生吸引力的各种
shìwù hé yīnsù.
事物和因素。

Tourist attractions refer to all kinds of things and factors that attract tourists in nature and human society.

Lǚyóu xīyǐnwù jiěshuō:

旅游吸引物解说：

Interpretation of tourist attractions:

Lǚyóu xīyǐnwù jiěshuō shì duì lǚyóu jǐngqū nèi gè jǐngdiǎn de jiěshuō, zhǔyào xiàng yóukè zhǎnshì jǐngqū
旅游吸引物解说是对旅游景区内各景点的解说，主要向游客展示景区
de gè lèi lǚyóujǐngguān yǐjí yǐ kāifā de jǐngdiǎn jǐngwù, bāokuò zìrán lǚyóu jǐngguān, shèhuì wénhuà jǐng-
的各类旅游景观以及已开发的景点景物，包括自然旅游景观、社会文化景
guān hé jiérì huódòng jǐngguān děng
观和节日活动景观等。

Tourist attraction interpretation is the interpretation of each scenic spot in the scenic area, mainly to show
tourists all kinds of landscapes and scenic spots that have been developed, including natural landscapes,
social and cultural landscapes and festival activity landscapes.

导游工作用语：

Huānyíng dàjiā lái dào Dōngpǔzhài, wǒ shì jīntiān dàilǐng dàjiā de dǎoyóu. Xiàmiàn wǒ gěi
欢迎大家来到柬埔寨，我是今天带领大家的导游。下面我给

dàjiā jiǎndān jièshào xià Jiǎnpǔzhài xīyǐn yóukèmen de dìfang. Jiǎnpǔzhài de wénhuà jǐngguān
大家简单介绍下柬埔寨吸引游客们的地方。柬埔寨的文化景观

shífēn fēngfù, běibù de Xiānlì Shì jìnjiāo yǒu jǔshì wénmíng de shìjiè yíchǎn Wúgē Kū, zài
十分丰富, 北部的暹粒市近郊有举世闻名的世界遗产吴哥窟, 在
zhōngbù de Jīnbīan yǒu dàliàng de fójiào sìmiào. Xībù yǒu Dōngnányà zuì dà de dànshuǐhú
中部的金边有大量的佛教寺庙。西部有东南亚最大的淡水湖

Dònglǐsà Hú, nánbù de Xīhānǚkè Shì kě xiǎngshòu yángguāng yǔ měilì de hǎitān. Chúe
洞里萨湖, 南部的西哈努克市可享受阳光与美丽的海滩。除了

zhèxiē rénwén hé zìrán jǐngguān zhīwài, rúguǒ lái de zhèngshì shíhòu, hái néng gǎnshòu xià
这些人文和自然景观之外, 如果来的正是时候, 还能感受下

Jiǎnpǔzhài de hěnduō jiérì huódòng, rú Jiǎnpǔzhài Xīnnián, Fódàn Jié, Yùgēng Jié, Sòngshuǐ
柬埔寨的很多节日活动, 如柬埔寨新年、佛诞节、御耕节、送水

Jié děng.
节等。

Useful expressions for tour guides:

Welcome to Cambodia. I am your tour guide today. Now I will give you a brief introduction to the tourist attractions in Cambodia. Cambodia is abundant in cultural landscapes, such as the world cultural heritage Angkor Wat in the suburb of Siem Reap in the north of Cambodia, and numerous Buddhist temples in Phnom Penh in the center of Cambodia. Tonle Sap in the west is the largest freshwater lake in Southeast Asia, while Sihanoukville in the south offers sunshine and beautiful beaches. In addition to these cultural and natural landscapes, you can also experience many festival activities in Cambodia if you come here at the right time, such as the Khmer New Year, Visakha Puja, Chat Preah Nengkal, Bon Om Tuk, etc.

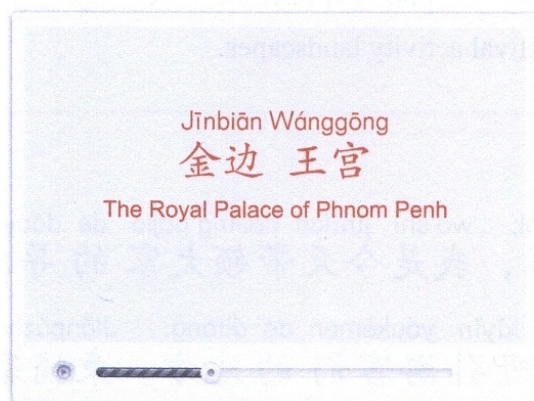


我的工作:

今天你将接待一个来自中国的旅游团, 共有 20 人。他们将参观金边王宫。现在请听一段有关金边王宫的解说词, 选择正确的答案填在横线上。

My job:

You will receive a group of 20 tourists from China today. They are going to visit the Royal Palace of Phnom Penh. Now listen to a commentary of the Royal Palace of Phnom Penh, and choose the correct answers to fill in the blanks.





Jīnbīan Wánggōng yě chēng Sìbìwān Dàwánggōng, yīn wèiyú _____ ① _____、洞里萨河

yǔ Bāsà Hé de jiāohuìchù ér dé míng, shì Nuòluódūn guówáng yú _____ ② _____ 年建造

de, chōngmǎn gāomián chuántǒng jiànzhù fēnggé hé _____ ③ _____。

Jīnbīan Wánggōng shì Jiǎnpǔzhài guówáng de _____ ④ _____, yóu yì zǔ jīnsè wūdǐng, huáng

qiáng huánrào de jiànzhù zǔchéng, zàoxíng jīngměi, _____ ⑤ _____。包括查雅殿、金

Diàn, Yín diàn, Wǔyuè Diàn, Bǎowù Diàn děng _____ ⑥ _____ 多座大小宫殿, 宫殿

jūn yǒu jiāntǎ, dài biǎo _____ ⑦ _____; diànshēn yǐ huáng, bái liǎng sè wéi zhǔ, huángsè dài biǎo

_____ ⑧ _____, bái sè dài biǎo _____ ⑨ _____。建筑回廊上 是仿吴哥寺的

huá lì fú diāo _____ ⑩ _____, miáo huì le lì dài wáng cháo gōng jì hé zōng jiāo gù shì。

The Royal Palace of Phnom Penh, also known as the Grand Palace of the Four Arms Bay, got its name because of its location at the confluence of Mekong River, Tonle Sap River and Bassac River. Built by King Norodom from 1866 to 1870, it is characterized by traditional Khmer architectural style and religious features.

As the palace of the King of Cambodia, the Royal Palace consists of a group of buildings with golden roofs surrounded by yellow walls, and it is resplendent and magnificent in exquisite shape. It has more than 20 big and small palaces, including Chaya Pagoda, Golden Pagoda, Silver Pagoda, Wele Pagoda and Treasure Pagoda. The pagodas all have spires, representing prosperity; the pagoda bodies are mainly in yellow and white, with yellow representing Buddhism and white Brahmanism. On the ambulatories are gorgeous relief frescoes replicating Angkor Wat, depicting the achievements of past dynasties and religious stories.

Póluóménjiào
D. 婆罗门教

zōngjiào sècǎi
H. 宗教色彩

jīnbìhuī-huáng
J. 金碧辉煌

4 _____

8

10 _____

旅游管理解说服务。Tourism management interpretation service.



导游工作用语：

- Jiǎnpǔzhài chāoshì, dà cāntīng, jiǔdiàn děng dìfāng yòng měijīn jiào duō, shìchǎng shàng
• 柬埔寨超市、大餐厅、酒店等地方用美金较多，市场上
de rén, tānfàn dōu yòng jiǎnbì, jiànyì suíshēn xiédài shìliàng jiǎnbì.
的人、摊贩都用柬币，建议随身携带适量柬币。
- Jìn fósì cānguān shí, yàoyīzhuó déti zhěngjié, xū zhuó cháng yīkù, miǎnguāntuōxié.
• 进佛寺参观时，要衣着得体整洁，需着长衣裤，免冠脱鞋。
- Jiǎnpǔzhài shì yí gè xiǎofèi zhìdù guójiā, dāngdì sījī hé jiǔdiàn fúwù rényuán bāngmáng
• 柬埔寨是一个小费制度国家，当地司机和酒店服务人员帮忙
tí xínglǐ huò dào kèfáng sòngshuǐ, xiàn huā děng, chūyú lǐmào shì yào gěi xiǎofèi de.
提行李或到客房送水、献花等，出于礼貌是要给小费的。
- Jiǎnpǔzhài zhèngfǔ duì huánjìng bǎohù hěn zhòngshì, gōnggòng chǎngsuǒ bù zhǔn xīyān, fǒuzé
• 柬埔寨政府对环境保护很重视，公共场所不准吸烟，否则
huì bèi fákuǎn.
会被罚款。
- Jiǎnpǔzhài jìn dǔ, jíshǐ zài jiǔdiàn fángjiān nèi yě qǐng wù jìnxíng dǔbólèi huódòng.
• 柬埔寨禁赌，即使在酒店房间内也请勿进行赌博类活动。
- Yèjiān huò zìyóu huódòng shíjiān ruò xū zìxíng wàichū, qǐng gàozhīlǐngduì, bìng yīng tèbié
• 夜间或自由活动时间若需自行外出，请告知领队，并应特别
zhùyì ānquán.
注意安全。

Useful expressions for tour guides:

US dollars are used in most Cambodian supermarkets, large restaurants and hotels, etc. while the Cambodian currency is used in markets and by vendors, etc. You are advised to carry an appropriate amount of Cambodian currency with you.

When visiting a Buddhist temple, you should dress appropriately and neatly, wear long trousers, and take off your hat and shoes.

Cambodia is a country adopting tipping system. The local driver and hotel staff who assist with luggage, deliver water to your room, or present flowers, etc., should be given a tip as a courtesy.

The Cambodian government attaches great importance to environmental protection. Smoking is not allowed in public places, otherwise you will be fined.

Gambling is prohibited in Cambodia. Do not engage in gambling activities, even in hotel rooms.

If you need to go out by yourself at night or during free time, please inform the team leader and pay special attention to safety.



我的工作:

今天你将接待一个来自中国的旅游团, 共有 20 人。他们将参观柬埔寨的一些著名景点。请判断下列旅游管理解说是否恰当, 在恰当的旅游管理解说用语处打√。

My job:

You are going to receive a group of 20 tourists from China today. They will visit some famous scenic spots in Cambodia. Please determine whether the following tourism management interpretations are appropriate or not, and tick the appropriate ones.

旅游管理解说用语 Tourism management interpretation

- Páizi shangxiě de ānquán tíshì, nǐmen zìjǐ kàn.
① 牌子上写的安全提示, 你们自己看。_____

Please read the safety tips on the sign.

- Yóukè bìxū zūnjìng sēnglǚ.
② 游客必须尊敬僧侣。_____

Visitors must show respect to monks.

- Dàjiā kěyǐ yòng shǒuchù mófóxiànggǎnshòu yíxià.
③ 大家可以用手触摸佛像感受一下儿。_____

You can touch the Buddha with your hand and feel it.

- Tōuqiè wénwù huò pòhuài gǔjì, dōushì fànzù de xíngwéi, jiāng shòudào fǎlǜ zhìcái.
④ 偷窃文物或破坏古迹, 都是犯罪的行为, 将受到法律制裁。_____

Stealing cultural relics or destroying historical sites is a crime and will be punished by law.

- Jiǎnpǔzhàidāngdìrén rènwéizuǒshǒu shì bù jié de xiàngzhēng, yòng zuǒshǒu ná dōngxi huò shíwù, dōushì bù dǒng lǐmào de biǎoxiàn. Yīncǐ, qǐng wù shǐyòng zuǒshǒu chù mō huò chuándì wùpǐn gěidāngdìrén.
⑤ 柬埔寨当地人认为左手是不洁的象征, 用左手拿东西或食物, 都是不懂礼貌的表现。因此, 请勿使用左手触摸或传递物品给当地人。_____

Local Cambodians believe that the left hand is a symbol of uncleanness, and it is impolite to use the left hand to hold things or food. Therefore, do not touch or pass things to locals with your left hand.

项目三 Item 3

景区商业服务 *Commercial Services at Scenic Spot*

我的工作 My job

1. 规范与流程：学习景区商业服务流程、规范和服务用语。

Procedures and Specifications: Learning the commercial service procedures, specifications and service terms of scenic spots.

2. 工作模块一：景区商业服务购物服务。

Module 1: Scenic spot shopping service.

3. 工作模块二：景区商业服务餐饮服务。

Module 2: Scenic spot catering service.

4. 工作模块三：景区商业服务住宿服务。

Module 3: Scenic spot accommodation service.



流程与规范 Procedures and Specifications

听录音，了解景区餐饮服务流程与规范，判断下列服务属于哪个景区餐饮服务流程。

Listen to the recording to learn about the scenic spot catering service procedures and specifications, and determine which procedure the following catering service falls under.



Yào ànzhào bīnkè yāoqiú, tígōngcàidiǎndǎbāo fúwù, bìng jiāng bīnkè sòng zhìcāntīng ménkǒu.

A. 要按照宾客要求, 提供菜点打包服务, 并将宾客送至餐厅门口。

You should pack the leftovers as required by the guests, and send them off to the gate of the restaurant.

Yīng zhǔdòng xiàng qián yíngjiē bīnkè, wèi bīnkè lā yǐ ràngzuò, sòngshang cāntīng càidān hé jiǔshuǐdān.

B. 应主动向前迎接宾客, 为宾客拉椅让座, 送上餐厅菜单和酒水单。

You should take the initiative to greet the guests, pull out chairs, and offer them the menu and drinks list.

Yīng rèqíng zhǔdòng de xiàng bīnkè jièshào càipǐn tèdiǎn, shìqíngkuàng tíxǐng bīnkè shìliàng yòngcān.

C. 应热情主动地向宾客介绍菜品特点, 视情况提醒宾客适量用餐。

You should introduce the characteristics of the dishes to the guests enthusiastically and actively, and remind the guest to dine moderately as the case may be.

Yào jíshí wèi bīnkè zhēn dào jiǔshuǐ, huàn gǔdié děng.

D. 要及时为宾客斟倒酒水、换骨碟等。

You should pour drinks and replace bone plates for the guests in a timely manner.



dàodá cāntīng qián de zhǔnbèi

① 到达餐厅前的准备

Make preparations before the guests arrive
at the restaurant



dào cāntīng ménkǒu yíngjiē kèrén

② 到餐厅门口迎接客人

Greet guests at the gate of the restaurant



zài cāntīng nèidiǎndān fúwù

③ 在餐厅内点单服务

Guest ordering service



A. _____

B. _____

C. _____

D. _____

④ zài cāntīng nèiyòngcān fúwù
在餐厅内用餐服务
Guest dining service



⑮ kèrén líkāi shí de fúwù
客人离开时的服务
Guest departure service

工作模块一 Working Module 1

景区商业服务购物服务。Scenic spot shopping service.



jǐng qū gòuwù jiē dài fú wù zōngzhǐ: gùkè zhìshàng fúwù dì-yī
景区购物接待服务宗旨：顾客至上、服务第一

Tenets of shopping service in scenic spots: Customer first, service first

jǐng qū gòuwù jiē dài fúwù liúchéng:
景区购物接待服务流程：

Procedures of shopping service in scenic spots:

huānyíng kèrén
① 欢迎客人

Welcome the guests

bāozhuāng chéngjiāo
④ 包装 成交

Package the goods

zhǎnshì fúwù
② 展示服务

Display service

sòngbié kèrén
⑤ 送别客人

See the guests off

yànxīāo shāngpǐn
③ 验销 商品

Inspect and sell the goods



我的工作:

今天你将接待一个来自中国的旅游团, 共有 20 人。他们将在马德望中央市场进店购物, 其中有很多女性对柬埔寨的丝绸很感兴趣。现在请你根据购物接待服务流程, 将下面对话进行排序。

My job:

You will receive a group of 20 tourists from China today. They will shop in Battambang Psar Nat Market. Many women are very interested in Cambodian silk. Please sequence the following conversations according to the shopping service procedures.



- Nǐ hǎo, tīngshuō Jiǎnpǔzhài de gōngyìpǐn zuògōng jīngzhàn, hěn yǒu míngqì, wǒmen xiǎng dài xiē huíqù. Nǐ
A. 你好, 听说柬埔寨的工艺品做工精湛, 很有名气, 我们想带些回去。你
néng wèi wǒmen tuījiàn diǎnr shénme ma?
能 为我们推荐点儿什么吗?

Hello! We've heard that Cambodian handicrafts are exquisite and famous. We want to take some home.
Can you recommend some for us?

- Jìrán rúcǐ, wǒmen xiǎng kànkàn sīchóu. Zhè tiáo lǜsè de duōshao qián?
B. 既然如此, 我们想看看丝绸。这条绿色的多少钱?
Well, let's take a look at silk. How much is this green one?

- Nín hǎo, huānyíng guānglín. Yǒu shénme kěyǐ wèi nín xiàoláo de, fūrén?
C. 您好, 欢迎光临。有什么可以为您效劳的, 夫人?
Hello! Welcome to our shop. What can I do for you, madam?

- Hǎo de, shì 5 měijīn.
D. 好的, 是 5 美金。
OK. Here's five dollars.

Wǒmen shāngdiàn yǒu fēicháng duō de gōngyìpǐn, lìrú mùdiāo, sīchóu, yínqì, pídiāo děng děng. Nín
E. 我们商店有非常多的工艺品, 例如木雕、丝绸、银器、皮雕等等。您

kǎolù hǎo mǎi diǎnr shénme le ma?

考虑好买点儿什么了吗?

There are a lot of handicrafts in our shop, such as wood carving, silk, silverware, leather carving and so on. Have you decided what to buy?

Hái méiyǒu. Búguò wǒ xiǎng yīnggāi shì jí jù Jiǎnpǔzhài tèsè de, érqǐe yào biànyú xiédài.

F. 还没有。不过我想应该是极具柬埔寨特色的, 而且要便于携带。

Not yet. But I think it should be with Cambodian characteristics and easy to carry.

Nà wǒ jiànyì nín kěyǐ mǎi xiē sīchóu huòzhě xiǎoxíng de mùdiāo, bùjǐn měiguān, shíyòng, yě biànyú xiédài.

G. 那我建议您您可以买些丝绸或者小型的木雕, 不仅美观、实用, 也便于携带。

I suggest you buy some silk or small wood carvings, which are not only beautiful, practical, but also easy to carry.

Xièxie, zhèshì nín de zhǎolín, qǐng shāo děng, wǒ bāng nín bǎ tā bāo qilai. Xièxie nín de guānggù.

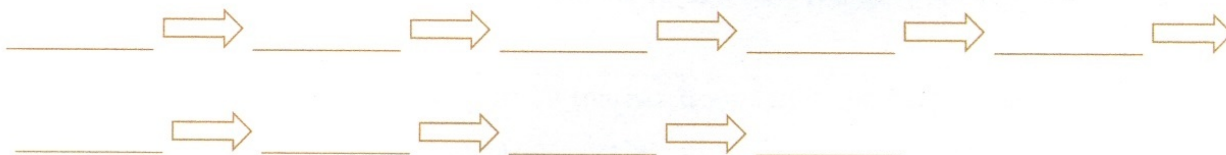
H. 谢谢, 这是您的找零, 请稍等, 我帮您把它包起来。谢谢您的光顾。

Thank you. Here's your change. Just a moment, please. I'll wrap it for you. Thank you for your patronage.

3 měijīn.

I. 3 美金。

Three dollars.



工作模块二 Working Module 2

景区商业服务餐饮服务。Scenic spot catering service.



jǐngqū cānyǐn fúwù de jīběn yāoqiú:

景区餐饮服务的基本要求:

Basic requirements for catering services in scenic spots:

① wèishēng jiéjìng

① 卫生洁净

Cleanliness and hygiene

② fúwù xùnsù

② 服务迅速

Fast service

③ jiàgé gōngdào

③ 价格公道

Reasonable price

④ zūnzhòng yóukè

④ 尊重游客

Respect for tourists

⑤ yíngzào fēnwéi

⑤ 营造氛围

Creating a pleasant atmosphere

cānyǐn ānpái de yuánzé:

餐饮安排的原则:

Principles of catering arrangement:

① xiàng yóukè gōngkāi jiùcān biāozhǔn

① 向游客公开就餐标准

Publicizing dining standards to tourists

② quèbǎo shànshí zhìliàng

② 确保膳食质量

Ensuring dietary quality

③ dǎoyóu yào qǐdào jiǎngjiě, bǎozhàng de zuòyòng

③ 导游要起到讲解、保障的作用

Tour guides should play a role in providing explanation and assurance.



导游工作用语:

Shǒuxiān hěn huānyíng dàjiā lái dào Jiǎnpǔzhài, wǒ shì jīntiān dàilǐng dàjiā de dǎoyóu.

首先很欢迎大家来到柬埔寨, 我是今天带领大家的导游。

Jīntiān wǒmen jiāng pǐncháng dào Jiǎnpǔzhài de tè sè fēngwèi měishí. Jiǎnpǔzhài rén de zhǔshí shì

今天我们将品尝到柬埔寨的特色风味美食。柬埔寨人的主食是

dàimǐ, fùshí yǐ yúxiā, shēngcài hé liángbàncài wéi zhǔ. Qízhōng, zuì jù fēngwèi tèsè de
大米，副食以鱼虾、生菜和凉拌菜为主。其中，最具风味特色的

shì “liángbàncài”, bǎ xīnxiān de shūcài xǐ gānjìng hòu, fàngrù cōng, jiāng, suàn, làjiāo.
是“凉拌菜”，把新鲜的蔬菜洗干净后，放入葱、姜、蒜、辣椒、

yēzhī děng zuǒliào tiáozhìérchéng, suān xián shìdù, xiānglà kěkǒu. Xiàmiàn qǐng dàjiā pǐncháng
椰汁等佐料调制而成，酸咸适度，香辣可口。下面请大家品尝

zhè yī tèsè měishí ba.
这一特色美食吧。

Useful expressions for tour guides:

First of all, welcome to Cambodia. I'm your tour guide. Today we will taste the special cuisine of Cambodia. The staple food of Cambodians is rice, and the main accompaniments includes fish shrimp, lettuce and cold dishes. Among them, the best-known local delicacy is the “cold dishes”. After the fresh vegetables are washed, shallot, ginger, garlic, pepper, coconut milk and other seasonings are added. It is moderately sour, salty, spicy and delicious. Now please enjoy this hearty meal.



我的工作：

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观独立纪念碑，并在周边用餐。现在请听一段有关独立纪念碑的解说词，并选择正确的答案填在横线上。

My job:

You are going to receive a group of 20 tourists from China today. They are going to visit the Independence Monument. Now listen to a commentary of the Independence Monument and choose the correct answers to fill in the blanks.



Dúlì Jìniànbēi shì Jīnbīan de yí zuò _____ ①, wèi chǔ Nuòluódūn Dàdào hé Xīhā-
独立纪念碑是金边的一座_____，位处 诺罗敦大道和 西哈

nǚkè Dàdào de jiāohuìchù, kào jìn _____ ②, zhùlì zài BKK xīnánqū de
努克大道的交会处，靠近_____，伫立在 BKK 西南区的

_____ ③ zhōng, wèi jìniàn 1953 nián 11 yuè 9 rì Jiǎnpǔzhài bǎituō Fǎguó zhímín
中，为纪念 1953 年 11 月 9 日柬埔寨摆脱法国殖民

tǒngzhì, huòdé wánquán dúlì ér jiàn. Jìniànbēi yú 1958 nián 3 yuè luòchéng, gāo 37
统治，获得完全独立而建。纪念碑于 1958 年 3 月落成，高 37

mǐ, gòng 7 céng, shàng yǒu _____ ④ Jiǎnpǔzhài wénhuà xiàngzhēng 100 tiáo. Měi nián
米，共 7 层，上有_____ (柬埔寨文化象征) 100 条。每年

_____ ⑤ shí Jiǎnpǔzhài guówáng huò guówáng dàibiǎo dōu yào zài cǐ jǔxíng lóngzhòng
时，柬埔寨国王或国王代表都要在此举行隆重

de qīngdiǎn. Láifǎng de wàiguó yuánshǒu yě duō dào zhèlǐ xiàn huāquān.
的庆典。来访的外国元首也多到这里献花圈。

As a monument in Phnom Penh, the Independence Monument is located at the intersection of Norodom Boulevard and Sihanouk Boulevard, close to the Mekong River and standing in the big ring in the southwest of BKK. It was built to commemorate Cambodia's full independence from French colonial rule on November 9, 1953. Completed in March 1958, it is 37 meters high and has seven stories, with 100 snake gods (symbols of Cambodian culture) on it. On the Independence Day every year, the king of Cambodia or the king's representative holds a grand celebration here, and visiting foreign heads also come here to lay a wreath.

dàyuánhuán
A. 大圆环

shéshén
B. 蛇神

Dúlì Jié
C. 独立节

Méigōng Hé
D. 湄公河

Jìniànbēi
E. 纪念碑

① _____

② _____

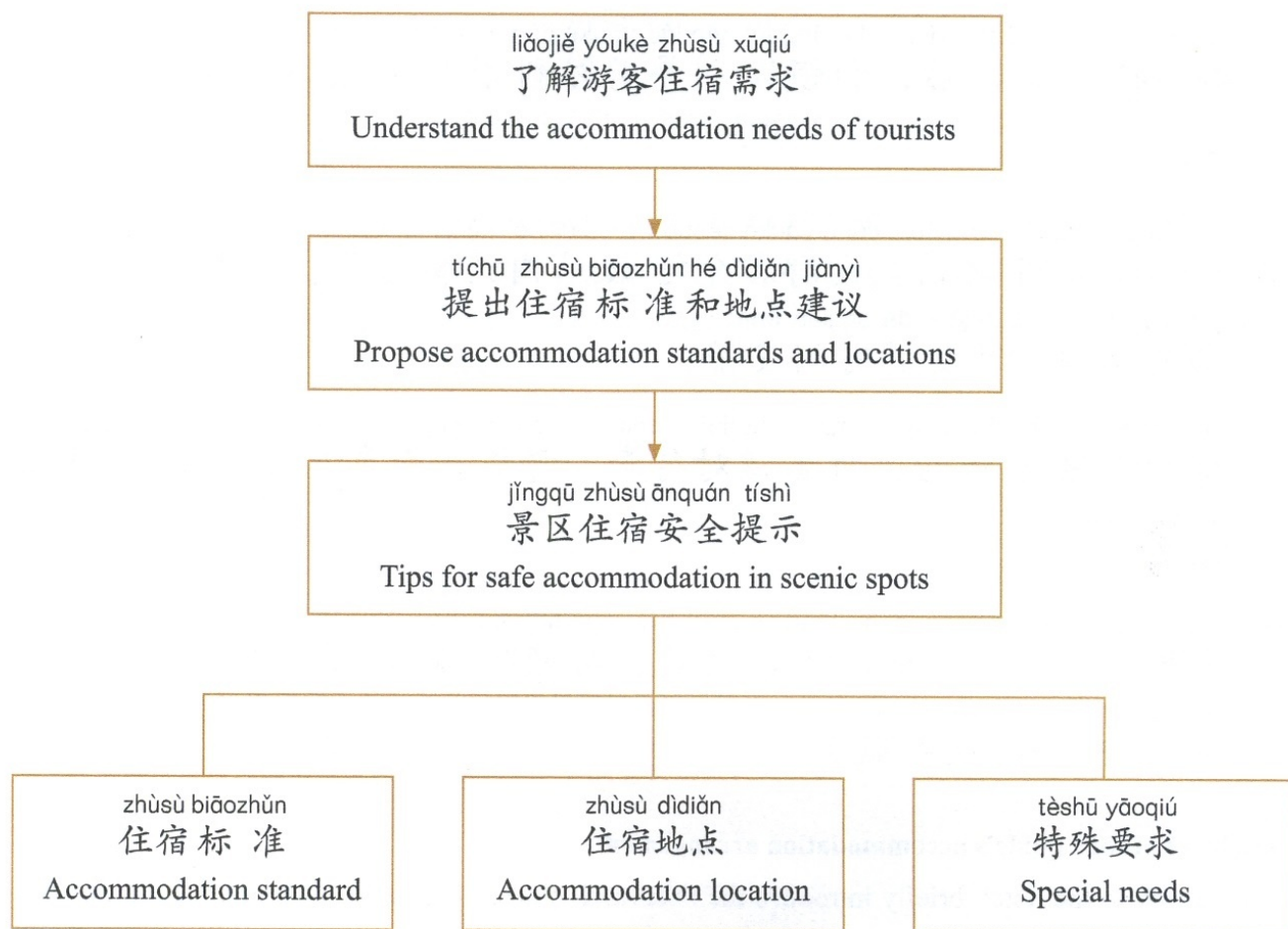
③ _____

④ _____

⑤ _____

工作模块三 Working Module 3

景区商业服务、住宿服务。Scenic spot commercial service and accommodation service.



导游住宿接待工作流程：

- Zài dǐdá fàndiàn de tú zhōng xiàng yóukè jiǎndān jièshào fàndiàn qíngkuàng jí zhù diàn de yǒuguān
• 在抵达饭店的途中 向游客简单介绍饭店 情况及住店的有关

zhùyì shìxiàng;
注意事项;

- lǚyóutuán dǐdá fàndiàn hòu, hé lǐngduì yǐndǎo yóukè dào zhǐdìng dìdiǎn bàn lǐ rù diàn
旅游团抵达饭店后, 和领队引导游客到指定地点办理入店
shǒuxù;
手续;

- yóukè jìnrù fángjiān zhīqián, xiàng yóukè jièshào fàndiàn nèi jiùcān xíngshì, dìdiǎn, shíjiān,
游客进入房间之前, 向游客介绍饭店内就餐形式、地点、时间,
bìng gào zhī yǒuguān huódòng de shíjiān ānpái;
并告知有关活动的行程安排;

- děngdài xíngli sòngdá fàndiàn, fùzé héduì xíngli, dūcù xíngliyuan jíshí jiāng xíngli sòng zhì
等待行李送达饭店, 负责核对行李, 督促行李员及时将行李送至
yóukè fángjiān;
游客房间;

- zài jiéshù dàngtiān huódòng líkāi fàndiàn zhīqián, yǔ lǐngduì shāngdìng dì-èr tiān de jiàozǎo
在结束当天活动离开饭店之前, 与领队商定第二天的叫早
shíjiān bìng ānpái hǎo jiàozǎo fúwù.
时间并安排好叫早服务。

Procedures of tour guide's accommodation arrangement:

- On the way to the hotel, briefly introduce the hotel and relevant precautions for hotel accommodation to tourists;
- After the tourist group arrives at the hotel, work with the team leader to guide the tourists to the designated place for check-in;
- Before tourists enter their rooms, the tour guide shall introduce the dining form, place and time in the hotel to tourists, and inform them of the time of relevant activities;
- After the baggage has been delivered to the hotel, check the baggage and urge the bellboy to send the baggage to the tourists' rooms in time;
- Before leaving the hotel, agree with the team leader on the morning call time of the next day and arrange the morning call service.



我的工作:

今天你将接待一个来自中国的旅游团, 共有 10 人。他们来柬埔寨度过 5 天的假期。请你根据他们各自的需求为他们推荐合适的住宿酒店。

My job:

You will receive a group of 10 tourists from China today. They will spend a five-day holiday in Cambodia. Please recommend suitable hotels for them according to their respective needs.

住宿安排 Accommodation arrangement

尊敬的游客：

根据大家自身的情况，我给大家列出了一些推荐入住的酒店，请自行斟酌选择。祝您入住愉快。

Dear visitors,

Based on your individual circumstances, I have listed some recommended hotels for you. Please take your choice. Have a nice stay.

yóukè xìngmíng 游客 姓名 Tourists' name	rénshù 人数 Number of people	jiǔdiàn dìdiǎn 酒店 地点 Hotel location	jiǔdiàn fángxíng 酒店 房型 Hotel room type	tèshū xūqiú 特殊 需求 Special needs

项目四 Item 4

其他辅助服务 Other Supporting Services

我的工作 My job

1. 规范与流程：学习景区其他辅助服务流程、规范和服务用语。
Procedures and Specifications: Learning other supporting service procedures, specifications and service terms of the scenic spot.
2. 工作模块一：景区交通服务。
Module 1: Scenic spot traffic service.
3. 工作模块二：景区安全服务。
Module 2: Scenic spot security service.
4. 工作模块三：景区娱乐服务。
Module 3: Scenic spot entertainment service.



流程与规范 Procedures and Specifications

看视频，了解景区其他辅助服务流程与规范，请判断下列服务属于哪个辅助服务流程。

Watch the video to understand the procedures and specifications of other supporting services in scenic spots. Please determine which supporting service procedures the following services fall under.



- Gěi yóukè tígōng yúlè xiàngmù jiànyì hé cānkǎo, gào zhī yóukè zài jìnxíng xiāngguān yúlè xiàngmùshí de ān-quán yǐnhuàn.
- A. 给 游客提供娱乐项目 建议和参考，告知游客在进行 相关娱乐项目时的安全 隐患。

Provide entertainment suggestions and reference to tourists, and inform them of the potential safety hazards associated with the entertainment.

- Wèi yóukè shèjì héshì de jǐngqū yóulǎn xiànlù, ān pái hǎo jǐngqū yóulǎn chē.
- B. 为游客设计合适的景区 游览线路，安排好 景区 游览车。

Design suitable tour routes for tourists and arrange sightseeing buses.

- Tíxǐng yóukè zhùyì yǒuguān yǐnshí ānquán, wénchóng dīngyǎo dǎozhì de jíbìng rú dēnggèrè děng de yùfáng.
- C. 提醒游客注意有关 饮食安全、蚊虫 叮咬 导致的疾病（如登革热）等的预防。

Remind tourists to pay attention to food safety and take precautions against diseases caused by insect bites, such as dengue fever, etc.



quèrèn yóukè rénshù, niánlíng, cānguānjǐngqū
① 确认 游客人数、年龄、参观景区
shízhǎng děng xīnxi
时长 等信息

Confirm the number of tourists, their ages,
duration of visit, and other information.



zhìdìng yóulǎn lùxiàn
② 制订 游览路线
Plan the tour route.



yúlè xiàngmù jièshào hé jiànyì
③ 娱乐项目 介绍和建议
Introduce and recommend items of entertainment.



ānquán tíxǐng
④ 安全提醒
Remind them to pay attention to safety.



jiéshù
⑤ 结束
The end

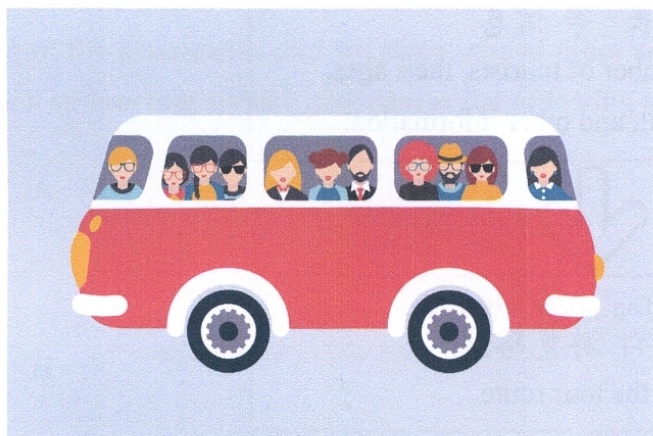
A. _____

B. _____

C. _____

工作模块一 Working Module 1

景区交通服务。Scenic spot traffic service.



Zhìdìng yóulǎn lùxiàn:

制订游览路线:

Plan the tour route:

Quèrèn yóukè shùliàng;

① 确认游客数量;

Confirm the number of tourists;

liǎojiě yóukè niánlíng jí shēntǐ zhuàngkuàng;

② 了解游客年龄及身体状况;

Get to know the ages and physical conditions of tourists;

liǎojiě yóuwán shícháng;

③ 了解游玩时长;

Get to know the duration of their visit.

shèjì yóulǎn lùxiàn.

④ 设计游览路线。

Design the tour route.

Jiāotōng ānpái:
交 通 安 排:

Transportation arrangement:

- Yùdìng jǐngqū yóulǎnchē;

① 预订 景区 游览车;

Book the sightseeing bus.
- gàozhī yóukè jǐngqūshàng-xià chē dìdiǎn.

② 告知 游客 景区 上 下 车 地点。

Inform tourists of the pick-up and drop-off points in the scenic spot.



我的工作:

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观钟形塔和滨江公园。现在请你确认下旅行团的情况，并设计几条合适的参观路线。

My job:

You will receive a group of 20 tourists from China today. They will visit Wat Phnom and the Riverside Park. Please confirm the information of the tour group and design several suitable tour routes.

cānguān lùxiàn
参 观 路 线

Tour routes

cānguān lùxiàn 参 观 路 线 Tour routes	cānguān shícháng 参 观 时 长 Duration of visit	lùxiàn tèsè 路 线 特 色 Features of the route	shìhé rénqún 适 合 人 群 Target tourists	jiāotōng qíngkuàng 交 通 情 况 Transportation

工作模块二 Working Module 2

景区安全服务。Scenic spot security service.

Yóukè huànbìng yùfáng:

游客 患病 预防:

Prevention of illness among tourists:

Xiángxì liǎojiě tuándù qíngkuàng;

① 详细了解团队 情况;

Get to know the information of the group in detail.

hé lǐ ān pái huó dòng;

② 合理安排活动;

Arrange activities reasonably.

tí xǐng yóu kè zhùyì yǐn shí wèi shēng;

③ 提醒游客注意饮食卫生;

Remind visitors to pay attention to dietary hygiene.

jí shí bào gào tiān qì biàn huà;

④ 及时报告天气变化;

Report weather changes in a timely manner.

tí xǐng yóu kè zì bèi cháng yòng yào.

⑤ 提醒游客自备 常 用药。

Remind visitors to bring their own commonly used medicines.

Yóukè zài lǚ tú zhōng huò yóulǎn zhōng huàn yìbān jí bìng huò gǎndào bú shì:

游客在旅途中 或 游览 中 患 一般疾病或 感到不适:

When a tourist develops a common disease or feels uncomfortable during the journey or visiting:

Ruò zhèng zhuàng jiào qīng, duō jiā guān xīn, zhào gù qí zuò zài qián pái jiào shū fu de zuò wèi shàng;

① 若 症状 较轻, 多加关心, 照顾其坐在前排较舒服的座位上;

If the symptoms are mild, pay more attention to the tourist and arrange him/her to sit in the front row.

cān guān yóu lǎn shí, shí kè guān chá yóu kè de shén tài, qì sè, bì yào shí yě kě qǐng jǐng qū yī wù rén yuán

② 参观 游览时, 时刻 观察 游客的神态、气色, 必要时也可请 景区医务人员

bāng máng;

帮忙;

During the visit, always observe the tourist's bearing and complexion, and ask the medical staff of the scenic spot for help if necessary.

ruò bìng qíng jiào zhòng, péi tóng yóu kè qián wǎng yī yuàn jiù yī.

③ 若 病情 较重, 陪同 游客 前往 医院就医。

In case of a serious illness, accompany the tourist to the hospital for medical treatment.

导游工作用语:

Huānyíng dàjiā lái dào Jiǎnpǔzhài, wǒ shì jīntiān dài lǐng dàjiā de dǎoyóu. Xiàmiàn wǒ xiǎng
欢 迎 大家来到柬埔寨，我是今天带领大家的导游。下面我想

tíxǐng dàjiā jǐ diǎn ānquán zhùyì shìxiàng, xīwàng wǒmen yōngyǒu yí gè ānquán yúkuài de lǚchéng.
提醒大家几点 安全注意事项，希望我们 拥有一个安全愉快的旅程。

Shǒuxiān qǐng dàjiā yángé ànzhào lǚxíngshè de ānpái dào zhǐdìng cāntīng yòngcān; búyào bàoyǐn-
首先 请大家严格按照旅行社的安排到指定餐厅用餐；不要暴饮

-bàoshí, yǐmiǎn shuǐtǔ bùfú yǐnqǐ fùxiè. Qícì qǐng dàjiā zhùyì fángù, bìmiǎn wénchóng
暴食，以免水土不服引起腹泻。其次请大家注意防护，避免 蚊虫

dīngyǎo, yǐmiǎn gǎnrǎn dēnggèrè. Qǐng dàjiā zì bèifáng fùxiè, guòmǐn, gǎnmào děng cháng
叮咬，以免感染登革热。请大家自备防 腹泻、过敏、感冒 等 常

yòngyàopǐn, búyào qīngyì jiāng zìjǐ de yào gěi qítā yóukè fúyòng. Rúquè yǒu xūyào,
用 药品，不要轻易 将自己的药给其他游客服用。如确 有需要，

kě bōdǎ Jiǎnpǔzhài yīliáo jíjiù diànhuà 119.
可拨打柬埔寨医疗急救电话 119。

Useful expressions for tour guides:

Welcome to Cambodia. I am your tour guide today. Now I would like to remind you of some safety precautions and hope that we can have a safe and pleasant journey. Firstly, please dine at the designated restaurant by following the travel agency's arrangement strictly; do not overeat to avoid diarrhea caused by unacclimatization. Secondly, please protect yourself from insect bites to prevent the risk of catching dengue fever. Please bring some commonly used medicines to prevent diarrhea, allergies, colds, etc. for yourselves. Do not easily share your medicine with other tourists. If necessary, call the emergency medical service in Cambodia: 119.

**我的工作:**

今天你要接待一个来自中国的旅游团，共有 20 人。他们将参观钟形塔。现在请听一段有关钟形塔的解说词，并选择正确的答案填在横线上。

My job:

You are going to receive a group of 20 tourists from China today. They are going to visit Wat Phnom. Now listen to a commentary of Wat Phnom and choose the correct answers to fill in the blanks.





Zhōngxíng Tǎ yòu míng Tǎ shān.

钟形塔又名塔山、

①

jiàn yú

建于

②

hòu duōcì

后多次

chóngjiàn. Zuìjìn yí cì chóngjiàn shì zài 1926 nián. Zhōngxíng Tǎ wèiyú Jīnbīan dì 96 jiē
重建。最近一次重建是在1926年。钟形塔位于金边第96街

yǔ Nuòluódūn Dàdào jiāojiè.

与诺罗敦大道交界。

Zīliào jìzǎi,

资料记载，

zhè shì Jīnbīan shìqū

这是金边市区

③

zhàn zài

站在

shānshàng kěyǐ niǎokàn zhěnggè

山上可以鸟瞰整个

④

Shānjiǎo xià shì yí gè yuánxíng huāyuán, shì yí

山脚下是一个圆形花园，是一

chù xiāngyān liáorào. yīnliáng ér ānjìng de shìmín xiūqì chǎngsuǒ.

处香烟缭绕、阴凉而安静的市民休憩场所。

Shàng shān de rùkǒu chù

上山的入口处

yǒu liǎng gè shíkè de

有两个石刻的

⑤

Shèjí ér shàng, liǎng páng de fúshǒu shì

拾级而上，两旁的扶手是

⑥

de guài niǎo.

的怪鸟、

shīzi.

狮子、

fóxiàng děng.

佛像等。

Guānyú Tǎshān Sì hái yǒu yí duàn dòng rén de gùshi,

关于塔山寺还有一段动人的故事，

xiāngchuán 14 shìjì yí míng jiào “bēn” de nǚzǐ jiǎndào yì zūnyīn fā dà shuǐ shùn

相传14世纪一名叫“奔”的女子捡到一尊因发大水顺

⑦

piāoliú zhì cǐ de

漂流至此的

⑧

biàn bǎ fóxiàng zhù yú xiǎo shān shang, xiūjiàn

便把佛像筑于小山上，修建

⑨

lái gòngfèng tā,

来供奉它，

bìng zhújiàn fāzhǎn chéng

并逐渐发展成

⑩

de chéngzhèn.

的城镇。

Wat Phnom, also known as Wat Penh, was built in 1373 and rebuilt several times with the latest one in 1926. It is located at the intersection of the 96th Street and Norodom Boulevard in Phnom Penh. According to the records, this is the highest point in Phnom Penh. Standing on the hill, you can get a bird's eye view of the whole city. At the foot of the hill is a circular garden, a shaded and quiet place for citizens to rest, immersed in incense smoke. The handrails on both sides of the steps are carved with elaborate strange birds, lions, Buddhas and so on. There is a touching story about Wat Phnom. Legend has it that in the 14th century, a woman named Penh picked up a Statue of Buddha drifting down the Mekong River because of a flood. She put the Statue on the hill and built a temple to worship it, and the place has gradually developed into a prosperous town.

Jīnbīan Shì
A. 金边市

Tǎshān Sì
B. 塔山寺

Méigōng Hé
C. 湄公河

1373 nián
D. 1373 年

zhìgāodiǎn
E. 制高点

fánhuá
F. 繁华

jīnggōng xìkè
G. 精工细刻

miàoyǔ
H. 庙宇

fóxiàng
I. 佛像

qītóushésén
J. 七头蛇神

1 _____

2 _____

3 _____

4 _____

5 _____

6 _____

7 _____

8 _____

9 _____

10 _____

工作模块三 Working Module 3

景区娱乐服务。 Entertainment services at scenic spots.





yúlè fúwù
娱乐服务

Entertainment service

导游工作用语:

- Qǐng quèrèn zìjǐ de shēntǐ zhuàngtài, shēntǐ búshì huò yǒu xīnzāngbìng, gāoxuèyā, gānghē-
• 请 确认自己的身体 状态, 身体不适或有心脏病、高血压、刚喝
guò jiǔ, tóuyūn-mùxuàn zhèxiē qíngkuàng jìnzhǐ tǐyàn wēixiǎn xiàngmù.
过酒、头晕目眩这些 情况 禁止体验 危险 项目。

- Zhèngquè zhuó Zhuāng, búyào chuān liányīqún, rén zì tuō, wú kòu dài píxié.
• 正确 着装, 不要 穿 连衣裙、人字拖、无扣带皮鞋。

- Zǐxì yuèdú yóukè xūzhī, liǎojiě guīzé, jìhǎo ānquán zhuāngzhì, bùdé zhōngtú jiěkāi
• 仔细阅读游客须知, 了解规则, 系好 安全 装置, 不得中途 解开
shèbèi, bùdé xiédài yì rán yì bào wùpǐn rùchǎng.
设备, 不得携带易燃易爆物品入场。

- Yángé ànzhào zhǐshì jìn xíng cāozuò, fàngxià róngyì diàoluò de xiǎowùpǐn, rú yìngbì, yǎnjìng,
• 严格按照指示进行 操作, 放下容易掉落的小物品, 如硬币、眼镜、
shǒutíbāo, shǒujī.
手提包、手机。

- Cānjiā shuǐshàng xiàngmù shí, chuānhǎo jiùshēngyī; huáchuán, yóuyóu, qiánshuǐ shí yíding
• 参加 水上 项目时, 穿好 救生衣; 划船、游泳、潜水时 一定
bù néng chāoyuè jǐngjièxiàn, yào yuǎnlí rénqún, yào tīngcóng jiùshēngyuán de zhǐhuī.
不能 超越 警戒线, 要 远离人群, 要 听从 救生员的指挥。

- Lǎorén hé xiǎoháir, yíding yào liàngliér xíng, yǐmiǎn zàochéng yìwài.
• 老人和小孩儿, 一定要 量力而行, 以免 造成 意外。

- Chéngzuò lǎnchē, mótiānlún shí, qǐng jiāzhǎng zhàogù hǎo zìjǐ de xiǎoháir, tóu, shǒu búyào
• 乘坐 缆车、摩天轮时, 请 家长 照顾好 自己的小孩儿, 头、手不要
shēnchū chuāng wài.
伸出 窗 外。

Useful expressions for tour guides:

- Please confirm your physical status. You are prohibited from participating in dangerous activities if you feel uncomfortable, have heart disease or high blood pressure, have just drunk alcohol, or feel dizzy.
- Dress appropriately. Do not wear dresses, flip-flops, or leather shoes without buckles.
- Read the Notice to Visitors carefully to understand the rules, fasten the safety device, do not untie the device midway, and do not carry inflammables or explosives.
- Follow the instructions strictly and remove small items that are apt to fall, such as coins, glasses, handbags and mobile phones.
- Please wear life jackets for water entertainment activities, and do not go beyond the warning line when boating, swimming and diving. Stay away from other people, and follow the lifeguard's instructions.
- The elderly and children must act within their limits to avoid accidents.
- When taking a cable car or sky wheel, parents should take good care of their children, and do not put your head and hands out of the window.

**我的工作:**

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观钟形塔景点。游览结束后，游客还想去体验一些娱乐项目，请根据游客情况给他们推荐一些合适的娱乐项目。

My job:

You are going to receive a group of 20 tourists from China today. They will visit Wat Phnom. After the tour, they still want to participate in some entertainments. Please recommend some suitable entertainments to them.

娱乐项目建议 Recommended entertainments

尊敬的游客:

根据大家自身的情况，我给大家列出了一些娱乐项目建议，请自行斟酌选择。祝您玩得愉快!

Dear visitors,

Based on your individual circumstances, I have listed some recommended entertainments for you. Please make your own choice. Have a good time.

yóukè 游客	cónglín fēiyuè 丛林飞跃 The jungle leap	jiǎnshì ànmó 柬式按摩 Cambodia massage	rèqìqiú 热气球 Hot air balloon	qiánshuǐ 潜水 Diving
yóukè 1~4 游客 1~4				
yóukè 5~8 游客 5~8				

(续表)

yóukè 游客	cónglín fēiyuè 丛林飞跃 The jungle leap	jiǎnshì ànmó 柬式按摩 Cambodia massage	rèqìqiú 热气球 Hot air balloon	qiánshuǐ 潜水 Diving
yóukè 9~12 游客 9~12				
yóukè 13~16 游客 13~16				
yóukè 17~20 游客 17~20				

项目五 Item 5

景点导游词 *Tour Commentaries at Scenic Spots*

我的工作 My job

1. 规范与流程：学习导游词的基本构成。

Procedures and Specifications: Learning the basic composition of tour guide commentaries.

2. 工作模块一：导游词前言部分的作用及构成。

Module 1: The function and composition of opening remarks.

3. 工作模块二：导游词总述部分的作用及构成。

Module 2: The function and composition of general introduction.

4. 工作模块三：导游词分述部分的作用及构成。

Module 3: The function and composition of detailed introduction.

5. 工作模块四：导游词结尾部分的作用及构成。

module 4: The function and composition of ending part.



流程与规范 Procedures and Specifications

看视频，了解景点导游词的基本构成，请将下列打乱顺序的金边王宫的导游词重新排序。

Watch the video to understand the basic composition of tour guide commentaries. Please re-sequence the following tour guide commentary of the Royal Palace of Phnom Penh.



- Hǎo le, wǒ de jièshào dào zhèlǐ jiù jiéshù le, shèngxià de shíjiān jiù yóu gèwèi ānpái le, xièxiè dàjiā!
A. 好了，我的介绍到这里就结束了，剩下的时间就由各位安排了，谢谢大家！

OK. That's the end of my introduction, and the rest of the time is yours. Thank you!

- Gōngyuán 1434 nián Jiǎnpǔzhài guówáng Péngēi'ā Yàtè qiāndū Jīnbiān hòu, jí zài Jīnbiān xiūjiànle wánggōng. Zuòluò yú Jīnbiān dōngmiàn, miànduì Méigōng Hé. Dònglǐsà Hé. Bāshā Hé jiāohuì ér xíngchéng de Sìbì Wān, shǔyú diǎnxíng de gāomiánshì jiànzhù. Jiànzhù de wūdǐng zhōngyāng dōu yǒu gāogāo de jiāntǎ, wūjǐ liǎng duān jiǎnjiān qiàoqǐ, zàoxíng měiguān, jīnbì-huīhuáng. Cóng kōngzhōng fǔkàn, wánggōng yí piàn
B. 公元1434年柬埔寨国王蓬黑阿·亚特迁都金边后，即在金边修建了王宫。坐落于金边东面，面对湄公河、洞里萨河、巴沙河交汇而形成
的四臂湾，属于典型的高棉式建筑。建筑的屋顶中央都有高高的尖塔，
屋脊两端尖尖翘起，造型美观，金碧辉煌。从空中俯瞰，王宫一片

jīnguāng shǎnshuò, géwài yǐnrén zhǔmù.

金光 闪烁, 格外引人瞩目。

The Royal Palace of Phnom Penh was built in 1434 after Ponheia Yat, King of Cambodia, moved the capital to Phnom Penh. It is located in the east of the city, facing the Four Arms Bay where the Mekong River, Tonle Sap River and Bassac River converge. It is a typical Khmer architecture, with high spires in the central roof and two ends of the ridge pointed upward. Seen from above, the Palace is attractive, splendid, magnificent, and very noticeable.

Gèwèi xiānsheng, nǚshì, nǐmen hǎo! Huānyíng dàjiā lái cānguān Jiǎnpǔzhài JīnbiānWánggōng. Wǒ jiào

C. 各位 先生、女士, 你们好! 欢迎大家来参观 柬埔寨 金边 王宫。我叫

Xiǎo'ài, hěn róngxìng gěi nǐmen dāng dǎoyóu, yuàn nǐmen yǒu gè yúkuài de lǚchéng.

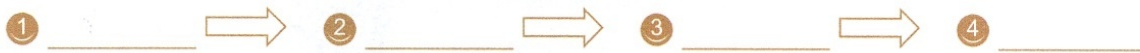
小爱, 很荣幸给你们当导游, 愿你们有个愉快的旅程。

Hello, ladies and gentlemen! Welcome to the Royal Palace of Phnom Penh in Cambodia. I am Xiao Ai and very honored to be your tour guide. I wish you a happy journey.

JīnbiānWánggōng, shì Jiǎnpǔzhài Wángguó céngjīng de quánlì xiàngzhēng, céngjīng de huángjiā zhùsuǒ.

D. 金边 王宫, 是柬埔寨 王国 曾经的权力 象征, 曾经的 皇家 住所。

The Royal Palace of Phnom Penh was once the royal residence, and the symbol of power of the Kingdom of Cambodia.



工作模块一 Working Module 1

导游词前言部分的作用及构成。The function and composition of tour commentary's opening remarks.





Dǎoyóucí qiányán bùfen de zuòyòng:
导游词前言部分的作用:

Function of Tour Commentary's Opening Remarks:

lājìn dǎoyóu yǔ yóukè de jùlí
① 拉近导游与游客的距离

To bring the tour guide and travelers closer

yǐnqǐ yóukè duì rénshēn hé cáiwù ānquán de zhòngshì
② 引起游客对人身和财物安全的重视

To draw travelers' attention to their personal and property safety

kāiqǐ yúkuài de lǚchéng
③ 开启愉快的旅程

To start a happy journey

Dǎoyóucí qiányán bùfen de gòuchéng:
导游词前言部分的构成:

Composition of Tour Commentary's Opening Remarks:

huānyíngcí
① 欢迎辞

Welcoming speech

zìwǒ jièshào
② 自我介绍

Self-introduction

ānquán tíxǐng
③ 安全提醒

Safety tips

zhùyì shìxiàng tíxǐng
④ 注意事项提醒

Reminders

měihǎo zhùyuàn
⑤ 美好祝愿

Best wishes

导游词前言部分范例:

Huānyíng dàjiā lái Dōngpǔzhài lǚyóu, wǒ shì jīntiān dàilǐng dàjiā de dǎoyóu Xiǎo'ài, fēicháng
欢迎大家来柬埔寨旅游, 我是今天带领大家的导游小爱, 非常
róngxìngnéng wèi dàjiā tígōng dǎoyóu fúwù. Wǒmen cóng zhèlǐ chūfā dào Zhōngxíng Tǎ jǐngdiǎn
荣幸能为大家提供导游服务。我们从这里出发到钟形塔景点

dàgài xūyào liǎng gè xiǎoshí, mǎshàng yào shǐrù gāosù wǒxiǎng qiángdiào yíxià ānquán wèn-
大概需要两个小时，马上就要驶入高速，我想强调一下儿安全问

tí. Qǐng dàjiā búyào zài chē nèi suíyì zǒudòng, bìng fúhǎo zìjǐ de fúshǒu. Bǎochíchē nèi huán-
题。请大家不要在车内随意走动，并扶好自己的扶手。保持车内环

jìng wèishēng, lājī diū zài lājīdài li. Búyào jiāng shǒubì hé tóushēn dào chuāng wài. Lìng-
境卫生，垃圾丢在垃圾袋里。不要将手臂和头伸到窗外。另

wài, qǐng dàjiā zài cānguān shí zhùyì cáiwù ānquán, bāo bù lí shēn. Zìyóu huódòng shí qǐng dài hǎo
外，请大家在参观时注意财物安全，包不离身。自由活动时请带好

liánxìkǎ, wànyī bù xiǎoxīn zǒudiū, kěyǐ jíshí liánxì. Zhùyuàn dàjiā lǚtú yúkuài!
联系卡，万一不小心走丢，可以及时联系。祝愿大家旅途愉快！

Xièxie gèwèi!

谢谢各位！

Examples of Opening Remarks:

Welcome to Cambodia! I am Xiao Ai, your tour guide, and I feel very honored to serve you. It will take about two hours to go from here to Wat Phnom. Before getting on the highway, I would like to draw your attention to your safety. Please do not walk around in the bus, and hold the handrail. Keep the bus clean, and put rubbish in the rubbish bag. Do not put your head and hands out of the window. In addition, during the visit, pay attention to the safety of your belongings, and keep an eye on your bags. During the free time, bring the contact card with you, so that you can contact me if you get lost. Wish you a pleasant journey! Thank you!



我的工作:

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观钟形塔。请你听听导游词前言部分的注意事项，并回答问题。

My job:

You will receive a group of 20 tourists from China today. They will visit Wat Phnom. Please listen to the points for attention in the tour commentary's opening remarks, and answer the following questions.

Wèi shénme lǚxíng túzhōng jǐnliàng búyào liú xiě

① 为什么旅行途中尽量不要流血?

Why do tourists try not to bleed during the journey?

Wèi shénme búyào mō dāngdìrén de tóu?

② 为什么不要摸当地人的头?

Why can't tourists touch local people's head?

Wèishénmeyào pēn fángwénshuǐ?

③ 为什么要喷 防蚊水?

Why do tourists need to spray the mosquito-repellent on their bodies?

Wèishénmeyào gēn tuán yìqǐ zǒu?

④ 为什么要跟团一起走?

Why can't tourists leave the tour group?

工作模块二 Working Module 2

导游词总述部分的作用及构成。 The functions and compositions of tour commentary's general introduction.

Dǎoyóucí zǒngshù bùfen de zuòyòng:

导游词总述部分的作用:

Functions of Tour Commentary's General Introduction:

yǐnqǐ yóukè de xìngqù

① 引起游客的兴趣

To attract tourists' interest

wèi zhīhòu de jiǎngjiě dǎxià liángǎo de jīchǔ

② 为之后的讲解打下良好的基础

To lay a solid foundation for the subsequent detailed introduction

Dǎoyóucí zǒngshù bùfen de gòuchéng:

导游词总述部分的构成:

Compositions of Tour Commentary's General Introduction:

jǐngdiǎn de dìwèi

① 景点的地位

Status of the scenic spot

jǐngdiǎn de lèixíng

② 景点的类型

Type of the scenic spot

jǐngdiǎn de tèdiǎn

③ 景点的特点

Characteristics of the scenic spot

jǐngdiǎn de kàndiǎn

④ 景点的看点

Highlights of the scenic spot

导游词总述部分范例:

Wúgē Kū yòu chēng Wúgē Miào, wèiyú Jiǎnpǔzhài de xīnán. Tā shì mùqián Wúgē gǔjì lǐ-
吴哥窟又 称 吴哥庙, 位于柬埔寨的西南。它是目前吴哥古迹里

miàn bǎocún zuì wánhǎo de jiànzhù, yīn qí jiànzhù gòuzào hóngwěi jīngzhì ér wénmíng yú shì. Tā
面 保存最完好的建筑, 因其建筑构造宏伟精致而闻名于世。它

shì shìjiè shàng zuì dà de sìmiào. Liánhéguó Jiào-Kē-Wén Zǔzhī Shìjiè Yíchǎn Wěiyuánhùi yǐjīng
是世界上最大的寺庙。联合国教科文组织世界遗产委员会已经
jiāng zhěnggè Wúgē gǔjì liè wéi shìjiè wénhuà yíchǎn.
将整个吴哥古迹列为世界文化遗产。

Examples of Tour Commentary's General Introduction

Also known as Angkor Temple, Angkor Wat is located in the northwest of Cambodia. As the best preserved architecture in the historical sites in Angkor, it is known for its magnificent and exquisite architectural construction. It is the largest temple in the world. The whole Angkor site has been listed as the world cultural heritage site by the World Heritage Committee of UNESCO.



我的工作:

今天你要接待一个来自中国的旅游团，共有 20 人。他们将参观独立纪念碑。现在请听有关独立纪念碑解说词的总述部分，并选择正确的答案填在横线上。

My job:

You are going to receive a group of 20 tourists from China today. They are going to visit the Independence Monument. Now listen to the commentary's general introduction to the Independence Monument, and choose the correct answers to fill in the blanks.



Dúlì Jìniànbēi wèiyú ① hé ② jiāochāchù, jìniàn ③
独立纪念碑位于 ① 和 ② 交叉处，纪念 ③

11 yuè 9 rì Jiǎnpǔzhài bǎituō ④ zhímíntǒngzhì, wánquán dúlì ér jiàn. ⑤
11 月 9 日柬埔寨摆脱 ④ 殖民统治，完全独立而建。 ⑤

3 yuè luòchéng, ⑥ yǒu shéshén Jiǎnpǔzhài wénhuà xiàngzhēng
3 月落成， ⑥ ， ⑦ ，有蛇神（柬埔寨文化象征）

tiáo. Měi nián Dúlì Jiéshí, Jiǎnpǔzhàiguówángguò guówáng dàibiǎo dōu yào
 8 条。每年独立节时，柬埔寨国王或国王代表都要
 zài cǐ jǔxíng lóngzhòng de 9 Láifǎng de wàiguó 10 yě duō dào
 在此举行隆重的 9 来访的外国 10 也多到
 zhèlǐ xiàn 11
 这里献 11。

Located at the intersection of Norodom Boulevard and SihanouK Boulevard, the Independence Monument was built to commemorate Cambodia's full independence from French colonial rule on Nov. 9, 1953. Completed in March, 1958, it is 37 meters high and has 7 stories, with 100 snake gods on it. On the Independence Day every year, the King of Cambodia or the king's representative holds a grand ceremony here, and the visiting foreign heads also come here to lay wreaths.



- | | | | |
|--|--------------------------------|----------------------------------|--------------------------------------|
| Fǎguó
A. 法国
France | 7 céng
B. 7 层
7 stories | 100 tiáo
C. 100 条
100 | 1958 nián
D. 1958 年
1958 |
| Xīhānǚkè Dàdào
E. 西哈努克大道
Sihanouk Blvd | 37 mǐ
F. 37 米
37 meters | qìngdiǎn
G. 庆典
celebration | yuánshǒu
H. 元首
head of a state |
| Nuòluódūn Dàdào
I. 诺罗敦大道
Norodom Blvd | 1953 nián
J. 1953 年
1953 | huāquān
K. 花圈
wreath | |

- | | | | |
|---------|---------|---------|---------|
| 1 _____ | 2 _____ | 3 _____ | 4 _____ |
| 5 _____ | 6 _____ | 7 _____ | 8 _____ |

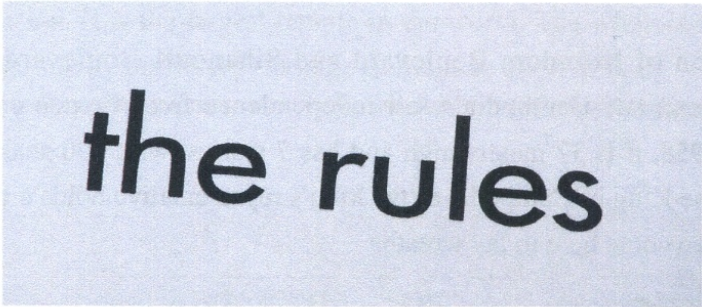
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工作模块三 Working Module 3

导游词分述部分的作用及构成。The functions and compositions of the tour commentary's detailed introduction.



the rules



Dǎoyóucí fēnshù bùfen de zuòyòng:

导游词分述部分的作用:

Functions of Tour Commentary's Detailed Introduction:

jīfā yóukè de hàoqíxīn
① 激发游客的好奇心

To stimulate tourists' curiosity

zēngjiā yóukè de zhīshì jīlěi
② 增加游客的知识积累

To increase tourist's stock of knowledge

fēngfù yóukè de jīngshén shìjiè
③ 丰富游客的精神世界

To enrich tourists' spiritual world

Dǎoyóucí fēnshù bùfen de gòuchéng:

导游词分述部分的构成:

Compositions of the Tour Commentary's Detailed Introduction:

jǐngdiǎn de lìshǐ
① 景点的历史

History of the scenic spot

jǐngdiǎn de bèijǐng
② 景点的背景

Background of the scenic spot

xiāngguān de rénwù
③ 相关的人物

Figures related to the scenic spot

jǐngdiǎn xiāngguān de shìjiàn (rú shénhuà gùshi děng)
④ 景点相关的事件(如神话故事等)

Events related to the scenic spot (such as fairy tales)

导游词分述部分范例(一):

Kàn, zhè jiù shì dǐngdǐng yǒumíng de Tǎpǔlóng Sì, Tǎpǔlóng Sì yǐ yǒu jìn 900 nián de lìshǐ
看, 这就是 鼎鼎 有名的塔普隆寺, 塔普隆寺已有近 900 年的历史
le. Zhěnggè sìmiào bèi yuánshǐ sēnlín bāowéi, cūzhuàng de shùgàn bǎ qiáng dōu chuānpò le.
了。整个寺庙被原始森林包围, 粗壮的树干把墙 都 穿破了。
Dòngwù yě fēicháng qítè, zài cǎocóng zhōng suíchù kějiàn mǎyǐ yíyàng xiǎo de qīngwā. Yóukè-
动物 也 非常 奇特, 在草丛 中 随处可见蚂蚁一样小的青蛙。游客
men qǐng kàn, zuì shénqí de shì zài shùdòng zhōng kěyǐ jiàndào yí gè tiàowǔ de xiānnǚ, zhēnshì
们 请 看, 最神奇的是在树洞 中 可以见到一个跳舞的仙女, 真是
dàzìrán de shénláizhībǐ! Yóukèmen bié kàn Tǎpǔlóng Sì zhème piānpì, zhè kěshì dàpiānr
大自然的神来之笔! 游客们别 看 塔普隆寺 这么偏僻, 这可是大片儿
de pāishèdì, shénme 《Shēnghuà wēijī》《Gǔmù lìyǐng》《Huāyàng niánhuá》děng děng, dōu
的拍摄地, 什么 《生化危机》《古墓丽影》《花样年华》等 等, 都
shì zài zhèlǐ pāishè de. Nǐ rúguǒ yǒu xīnshì hé fánǎodōu kěyǐ gēn shùdòng shuō. Dà jiā
是 在这里拍摄的。你如果有 心事和烦恼都 可以跟 树洞 说。大家
kě yǐ zài zhèbiān héyǐng liúniàn.
可以在这边 合影留念。

Look! This is the famous Ta Prohm, with a history of nearly 900 years. The whole temple is enveloped by the virgin forest, and the thick trunks of the trees have broken through the walls. The animals here are very special, and you can find frogs as small as ants in the grass. The most fantastic thing is that you can find a dancing fairy in the tree hole, which is definitely a stroke of genius of nature. Though Ta Prohm is out of the way, it is the shooting place of many blockbusters, such as *Resident Evil*, *Tomb Raider*, *In the Mood for Love* and so on. It is said that if you have any worries or troubles, you can talk to the tree hole. You can take pictures here.



导游词分述部分范例(二):

Kàn, zhè jiù shì měilì de Nǚwáng Gōng, zhèlǐ suǒyǒu de bìhuà dōu shì yòng hóngzhuāntóu
看, 这就是美丽的 女王 宫, 这里所有的壁画都是用 红砖头

jīngxīn diāokè ér chéng. Dàjiā qǐng wǎng qián zǒu, dàjiā qǐng kàn, zhè shì yí gè guàiwù zài
精心雕刻而成。大家请 往 前 走, 大家请 看, 这是一个怪物在

chī zìjǐ. Ràng wǒ lái jiǎng gè yǒuqù de gùshi ba: Yǐqián yǒu yí gè shén jiào Shíjiānshén,
吃自己。让我来 讲 个有趣的故事吧: 以前有一个神 叫 时间神,

tā fēicháng pàng, wèikǒu tèbié dà, bǎ shìjiè shàng de shíwù quánbù dōu chīwán le, dànshì
他 非常 胖, 胃口特别大, 把世界 上 的食物全部 都 吃完了, 但是

tā juéde hái shìhěn è, jiù qù zhǎo Píshīnú Shén, Píshīnú Shén yì tīng fēicháng shēngqì,
他觉得还 是很饿, 就去找毗湿奴神, 毗湿奴神一听 非常 生气,

shuō nǐ zhèmedàng, bùrú bǎ nǐ zìjǐ de ròu chīle ba! Shíjiānshén yì tīng jiù kāishǐ chī
说 你这么胖, 不如把你自己的肉吃了吧! 时间神一听就开始吃

zìjǐ, jiù bǎ zìjǐ chī sǐ le. Píshīnú Shén yì tīng fēicháng shāngxīn, yúshì shàngtiān
自己, 就把自己吃死了。毗湿奴神一听 非常 伤心, 于是上天

ràng tiānshén bǎ Shíjiānshén yòu fùhuó le.
让 天神把时间神 又复活了。

.....

Look! This is the beautiful Banteay Srei. The frescos here are all carved from red bricks. Go forward and you can find a monster who is eating himself! Let me tell an interesting story. Long long ago, there was a God named the God of Time. He was very fat and had a gigantic appetite. As a result, he ate up all food in the world, but still felt hungry. So he went to Lord Vishnu for advice. After hearing his story, Lord Vishnu was very angry and asked, "Why don't you eat yourself since you are so fat?" Guess what? The God of Time did begin to eat himself and died in the end! After hearing of his death, Lord Vishnu was very sad, and begged the supreme God to bring him back to life.



**我的工作：**

今天你将接待一个来自中国的旅游团，共有 20 人。他们将参观吴哥窟。游览前，请听一段关于做好导游词分述部分讲解的介绍，然后判断下面的做法是否正确，正确的打√。

My job:

You are going to receive a group of 20 tourists from China today. They will visit Angkor Wat. Please listen to an introduction to the detailed introduction part, and determine whether the following practices are correct or not. Tick the correct ones.

- Wèile duō jièshào yìxiē jǐngdiǎn, měi yí gè jǐngdiǎn de jiǎngjiě dōu qīngtíng-diǎnshuǐ dài guò.
() 1. 为了多介绍一些景点，每一个景点的讲解都蜻蜓点水带过。
To introduce more scenic spots, touch on every scenic spot without interpreting them in detail.
- Duìyú jǐngdiǎn xiāngguānde lìshǐ, rénwù, shìjiàn, zhíjiē cóng shǒujī shàng xiàzài, dú gěi yóukètīng.
() 2. 对于景点相关的历史、人物、事件，直接从手机上下载，读给游客听。
Download the history, figures and events related to the scenic spot from the mobile and read them to the tourists.
- Duìyú bù liǎojiě de dōngxī, kě jīzhì de huíbì, jué bù kě húbiān-luànzào, húshuō-bādào.
() 3. 对于不了解的东西，可机智地回避，绝不可胡编乱造、胡说八道。
Avoid the details you are not sure about cleverly, but do not make up stories or talk nonsense.
- Wèile xiǎnshì zìjǐ de yǔyán shuǐpíng, yòng shūmiànyǔ hé cháng jùzi jièshào jǐngdiǎn.
() 4. 为了显示自己的语言水平，用书面语和长句子介绍景点。
To show off language proficiency, introduce the scenic spot with written words and long sentences.
- Yīn wénhuà chāyì ér róngyì shǐ yóukè chǎnshēng búshì huò wùjiě de shénhuà gùshi, jǐngdiǎn jièshào shí yīng jǐnliàng bìmiǎn.
() 5. 因文化差异而容易使游客产生不适或误解的神话故事，景点介绍时应尽量避免。
Try to avoid the fairy tales which are likely to make tourists uncomfortable or lead to misunderstanding due to cultural differences.
- Wéi bǎochí hé yóukè liángǎo de guānxi, zài jìnzhǐ pāizhào, fǔmō de dìfang pāizhào hé fǔmō wénwù shí, bǎochí chénmò.
() 6. 为保持和游客良好的关系，在禁止拍照、抚摸的地方拍照和抚摸文物时，保持沉默。
To keep a good relationship with the tourists, keep silent when the tourists take photos or touch cultural relics in areas where photographing or touching is prohibited.

工作模块四 Working Module 4

导游词结尾部分的作用及构成。 The function and composition of ending part.



Dǎoyóucí jiéwěi bùfen de zuòyòng:

导游词结尾部分的作用:

Functions of Tour Commentary's End:

① zǒngjié
总结

Summary

② gōutōng
沟通

Communication

③ dáchéng liàngjiě
达成 谅解

Mutual understanding

④ zàicì hézuò
再次合作

Cooperation again

Dǎoyóucí jiéwěi bùfen de gòuchéng:

导游词结尾部分的构成:

Compositions of the Tour Commentary's End:

① duì běn cì jiǎngjiě de zǒngjié
对本次讲解的总结

Summary of the commentary

② duì yóukè biǎoshì gǎnxiè
对游客表示 感谢

Expressing gratitude to the tourists

③ biǎoshì xīwàng zàicì jiànmiàn de yuànwàng
表示 希望再次见面的 愿望

Expressing wishes to meet the tourists again

④ sòngshang zìjǐ měihǎo de zhùyuàn
送上 自己美好的祝愿

Sending best wishes

导游词结尾部分范例

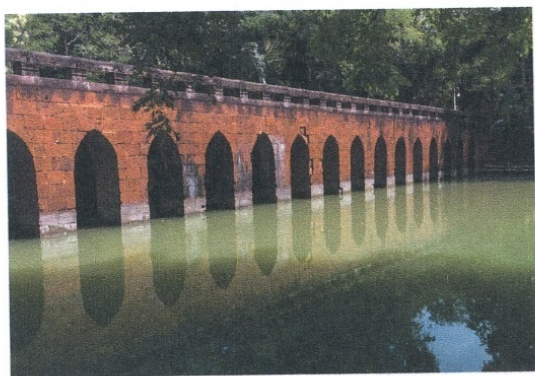
Wǒmen yì tiān de yóulǎn jiù yào jiéshù le, dàn yuàn zhè cì cānguān néng gěi dàjiā liúxià
我们一天的游览就要结束了, 但愿这次参观能给大家留下
shēnkè de yìnxiàng. Fēicháng gǎnxiè dàjiā duì wǒ de xìnren, fúwù zhōng de bùzú zhīchù,
深刻的印象。非常感谢大家对我的信任, 服务中的不足之处,

xīwàng dàjiā duōduō bāohán, duō tí bǎoguì yìjiàn. Huānyíng dàjiā xié jiārén hé péngyou zàicì
希望大家多多包涵，多提宝贵意见。欢迎大家携家人和朋友再次

lái zhèlǐ cānguān hé xiǎngshòu. Xièxie dàjiā, zàijiàn!
来这里参观和享受。谢谢大家，再见！

Examples of the Tour Commentary's End:

Our visit will soon come to an end and I do hope this tour will leave a deep impression on you. Thank you for your trust and understanding, and your advice will be highly appreciated. I hope to serve you, your family and friends here again. Thank you! Good bye!



我的工作:

今天你接待了一个来自中国的旅游团，共有 20 人。他们参观了滨江公园。游览结束前，你将送上你的告别语。请选出下面告别语的类型，并说一说、练一练。

My job:

You have received a group of 20 tourists from China today. They visited the Riverside Park. Before the end of the visit, you need to deliver your ending remarks. Please determine the types of the following ending remarks and practice them.

zhēngqiú yìjiànyǔ
A. 征求意见语

asking for opinions

zhìqiànyǔ
B. 致歉语

making an apology

xībiéyǔ
C. 惜别语

farewells

gǎnxièyǔ
D. 感谢语

thanks

zhùyuànyǔ
E. 祝愿语

best wishes

Mǎshàng jiù yào dào jiǔdiàn, yě yào hé dàjiā shuō zài jiàn le.

1. 马上就要到酒店，也要和大家说再见了。

I have to say goodbye to you as we are arriving at the hotel.

Zài cǐ wǒ fēicháng gǎnxiè gè wèi péngyou duì wǒ gōngzuò de zhīchí, gǎnxiè dàjiā de pèihé.

2. 在此我非常感谢各位朋友对我工作的支持，感谢大家的配合。

Thank you for your support and cooperation.

Zài jǐ tiān de yóulǎnguòchéngzhōng, rúguǒ yǒu shénme bùzú zhīchù, hái qǐng duō liàngjiě.

3. 在几天的游览过程中，如果有什么不足之处，还请多谅解。

Please excuse any shortcomings there may be during the journey.

Huānyíng nín duì wǒ de fúwù gōngzuò tíchū yìjiàn hé jiànyì. Nín de yìjiàn jiāngshì wǒ nǚlì de fāngxiàng, nín de

4. 欢迎您对我的服务工作提出意见和建议。您的意见将是我努力的方向，您的

jiànyì jiāngshì wǒ gǎijìn de mùbiāo.

建议将是我改进的目标。

Your comments and suggestions on my service will be highly appreciated. Your comments will guide my efforts and your suggestions will be my goal of improvement.

Xīwàng néng yǒu jīhuì zàicì wéi nín fúwù. Zhù dàjiā yí lù píng'ān!

5. 希望能有机会再次为您服务。祝大家一路平安!

I do hope I can serve you again and wish you a safe journey!

① _____ ② _____ ③ _____ ④ _____ ⑤ _____



项目一 Item 1

景区接待实训 *Simulation of Reception at Scenic Spots*

实训目的：根据景区接待服务流程模拟景区接待服务。

Training Purpose: To simulate the scenic spot reception service according to the reception service procedures.

实训组织：每组 3 ~ 5 人。

Training organization: 3-5 persons per group.

实训内容：假设你是某景区的景区导游，景区接待处安排你明天接待来自中国江苏的贵宾一行 10 人游览，请做好景区接待服务工作。

Training content: Suppose you are a tour guide of a scenic spot. The reception office of the scenic spot has arranged for you to receive a group of 10 guests from Jiangsu, China tomorrow. Please ensure proper reception service.

实训步骤:

Training steps:

1. 老师将实训教室分成若干个虚拟的景区, 用图片代表各个景点。

The teacher divides the training classroom into several virtual scenic spots, and represents each scenic spot with a picture.

2. 将参加实训的学生分组, 每组 3 ~ 5 人。

Divide the trainees into groups of 3-5.

3. 带领学生在各个景点以对话的形式模拟景区接待服务, 过程中给予学生适当帮助。

Take students to simulate scenic spot reception service in the form of dialogues at various scenic spots, and provide them with appropriate assistance during the process.

4. 小组成员轮流扮演旅客和导游, 练习并表演对话。

Group members take turns to role-play the tourists and guides, practicing and acting out the dialogue.

5. 实训结束, 老师总结评价。

After the training, the teacher makes a summary and evaluation.

项目二 Item 2

景区解说实训 *Simulation of Commentaries at Scenic Spots*

实训目的: 根据景区解说服务流程模拟景区解说服务。

Training Purpose: To simulate interpretation service in scenic spots according to interpretation service procedures.

实训组织: 每组 3 ~ 5 人。

Training organization: 3-5 persons per group.

实训内容: 假设你是某景区的景区导游, 景区接待处安排你明天接待来自中国江苏的贵宾一行 10 人游览, 请做好景区解说服务工作。

Training content: Suppose you are a tourist guide of a scenic spot. The reception office of the scenic spot has arranged for you to receive a group of 10 guests from Jiangsu, China tomorrow. Please provide excellent interpretation service.

实训步骤:

Training steps:

1. 将参加实训的学生分组, 每组 3 ~ 5 人。

Divide the trainees into groups of 3-5.

2. 带领学生以对话的形式分别模拟旅游景区环境解说、旅游吸引物解说和旅游管理解说，过程中给予学生适当帮助。

Lead students to simulate scenic spot environmental interpretation, tourist attractions interpretation, and tourism management interpretation in the form of dialogues, and provide them with appropriate assistance during the process.

3. 小组成员轮流扮演游客和导游，练习并表演对话。

Group members take turns to role play the tourists and guides, practicing and acting out the dialogue.

4. 实训结束，老师总结评价。

After the training, the teacher makes a summary and evaluation.

项目三 Item 3

景区购物服务实训 *Simulation of Shopping Service at Scenic Spots*

实训目的：根据景区购物服务流程模拟景区购物服务。

Training purpose: To simulate the shopping service in scenic spots according to the shopping service procedures.

实训组织：每组 3 ~ 5 人。

Training organization: 3-5 people per group.

实训内容：假设你是某景区的景区导游，景区接待处安排你明天接待来自中国江苏的贵宾一行 10 人购物，请做好景区购物接待服务工作。

Training content: Suppose you are a tourist guide of a scenic spot. The reception office of the scenic spot has arranged for you to receive a group of 10 guests from Jiangsu, China tomorrow. Please ensure good service for shopping.

实训步骤：

Training steps:

1. 老师将实训教室分成若干个虚拟的景区购物店，用图片代表各个购物类别。

The teacher divides the training classroom into several virtual shops in a scenic spot, and represents various goods with pictures.

2. 将参加实训的学生分组，每组 3 ~ 5 人。

Divide the trainees into groups of 3-5.

3. 带领学生在各个景点以对话的形式模拟景区购物接待服务，过程中给予学生适当帮助。

Take students to simulate shopping service in the form of dialogues at various spots, and provide them with appropriate assistance during the process.

4. 小组成员轮流扮演旅客和导游，练习并表演对话。

Group members take turns to role-play the tourists and guides, practicing and acting out the dialogue.

5. 实训结束，老师总结评价。

After the training, the teacher makes a summary and evaluation.

项目四 Item 4

其他辅助服务实训 *Simulation of Other Supporting Service*

实训目的：根据景区其他辅助服务流程模拟景区其他辅助服务。

Training Purpose: To simulate other supporting services in scenic spots according to other supporting service procedures.

实训组织：每组 3 ~ 5 人。

Training organization: 3-5 persons per group.

实训内容：假设你是某景区的景区导游，景区接待处安排你明天接待来自中国江苏的贵宾一行 10 人游览，请做好景区交通、安全和娱乐服务工作。

Training content: Suppose you are a tourist guide of a scenic spot. The reception office of the scenic spot has arranged for you to receive a group of 10 guests from Jiangsu, China tomorrow. Please ensure the proper provision of the transportation, safety and entertainment service.

实训步骤：

Training steps:

1. 将参加实训的学生分组，每组 3 ~ 5 人。

Divide the trainees into groups of 3-5.

2. 带领学生以对话的形式分别模拟景区交通、安全和娱乐服务，过程中给予学生适当帮助。

Take students to simulate the transportation, safety and entertainment service in the form of dialogues, and provide them with appropriate assistance during the process.

3. 小组成员轮流扮演游客和导游，练习并表演对话。

Group members take turns to role-play the tourists and guides, practicing and acting out the dialogue.

4. 实训结束，老师总结评价。

After the training, the teacher makes a summary and evaluation.

项目五 Item 5

景点导游词讲解实训 *Simulation of Delivering Tour Commentaries*

实训目的：景点导游词讲解模拟。

Training Purpose: To simulate the delivery of tour commentaries.

实训组织：每组 3 ~ 5 人。

Training organization: 3-5 persons per group.

实训内容：假设你是某景区的景区导游，景区接待处安排你明天接待来自中国江苏的贵宾一行 10 人游览，请做好景区景点的讲解工作。

Training content: Suppose you are a tourist guide of a scenic spot. The reception office of the scenic spot has arranged for you to receive a group of 10 guests from Jiangsu, China tomorrow. Please deliver outstanding interpretation of the scenic spot.

实训步骤：

Training steps:

1. 老师将实训教室分成若干个虚拟的景区，用图片代表各个景点。

The teacher divides the training classroom into several virtual scenic spots, and represents each scenic spot with a picture.

2. 将参加实训的学生分组，每组 3 ~ 5 人。

Divide the trainees into groups of 3-5.

3. 教师在各个景点模拟导游进行景点讲解。

The teacher simulates the guide's interpretation of scenic spots.

4. 小组成员轮流扮演旅客和导游，练习各个景点的导游词。

Group members take turns to role-play the tourists and guides, practicing and acting out the dialogue.

5. 实训结束，老师总结评价。

After the training, the teacher makes a summary and evaluation.

附录 Appendixes

导游常用语 100 句

100 common expressions used by tour guides

Huānyíng dàijiā lái dào ×××, wǒ shì jīntiān dài lǐng dàijiā de dǎoyóu.

1. 欢迎大家来到 ×××, 我是今天带领大家的导游。

Welcome to ×××. I'm your tour guide today.

Xīwàng wǒmen de fúwù néng ràng nín mǎnyì, zhù nín yǒu yí gè qīngsōng yúkuài de lǚchéng!

2. 希望我们的服务能让您满意, 祝您有一个轻松愉快的旅程!

I hope you will be satisfied with our service and have a pleasant and relaxing trip!

Zhù dàijiā wán de yúkuài!

3. 祝大家玩得愉快!

Have a good time, everyone.

Rùjìng qián qǐng nín tiánxiě rùjìngkǎ.

4. 入境前请您填写入境卡。

Please fill in the arrival card before entering the country.

Hóngsè tōngdào yě chēng "shēnbào tōngdào", lǜsè tōngdào yě chēng "miǎnshuì tōngdào" huò "wúshēnbào tōngdào".

5. 红色通道也称“申报通道”, 绿色通道也称“免税通道”或“无申报通道”。

The red channel is also known as the "Goods to Declare Channel", and the green channel is also known as "Duty-Free Channel" or "Nothing-to-Declare Channel".

Ānquán jiǎnchá de nèiróng zhǔyào shì jiǎnchá lǚkè jí qí xíngli wùpǐn zhōng shìfǒu xiédài qiāngzhǐ, dànào, yì bào, fǔshí, yǒudú, fàngshèxìng dēng wēixiǎn wùpǐn.

6. 安全检查的内容主要是检查旅客及其行李物品中是否携带枪支、弹药, 易爆、腐蚀、有毒、放射性等危险物品。

The main task of security check is to check whether passengers and their luggage carry arms and ammunition, explosives, corrosives, toxic and radioactive substances, and other dangerous articles.

Nín xiānzài zhèlǐ tiánxiě xìngmíng, chūshēng dìdiǎn hé rìqī.

7. 您先在这里填写姓名、出生地点和日期。

First, fill in your name, place and date of birth here.

Qǐng jiē xiàlái tiánxiě guójí, hùzhàohào, hángbānhào, láizì hé chù, qiānzhèng lèixíng, qiānfā dìdiǎn.

8. 请接下来填写国籍、护照号、航班号、来自何处、签证类型、签发地点。

Next, please fill in your nationality, passport number, flight number, place of departure, visa type and place of issue.

Qǐng zuìhòu tiánxiě rùjìng mùdì, tíngliú tiān shù hé jūzhù de dìzhǐ.

9. 请最后填写入境目的、停留天数和居住的地址。

Finally, please fill in the purpose of entry, length of stay and address of residence.

Nín xūyào zhǔnbèi hùzhào hé qiānzhèng.

10. 您需要准备护照和签证。

You need to prepare your passport and visa.

Xiànzài shì Jīnbān / Yǎjiādá / Hénài shíjiān shàngwǔ bā diǎn.

11. 现在是金边/雅加达/河内时间 上午 八点。

It's 8 a.m. Phnom Penh / Jakarta / Hanoi Time.

×× zài dōng qī qū.

12. ×× 在东七区。

×× is in GMT+7:00.

Běijīng zài dōng bā qū.

13. 北京在东八区。

Beijing is in GMT+8:00.

×× hé Běijīng de shíchā shì duōshao?

14. ×× 和北京的时差是多少?

What is the time difference between XX and Beijing?

Jīnbān shíjiān bǐ Běijīng shíjiān màn yí gè xiǎoshí.

15. 金边时间比北京时间慢一个小时。

Phnom Penh Time is one hour behind Beijing Time.

- Nín yǐjīng chuānyuèle guójì rìqī biàngèngxiàn, shíde shíjiān bù yíyàng le.
16. 您已经穿越了国际日期变更线, 使得时间不一样了。
You have crossed the International Date Line, which makes the time different.
- Shíchā fǎnyīng zhǐrénmen zàichéng fēijī fēiyuè bùtóng shíqū hòu de pílóogǎn.
17. 时差反应指人们在乘飞机飞越不同时区后的疲劳感。
The time difference, also known as jet lag, is the feeling of fatigue after a flight across different time zones.
- Nín jīnglì guójì shíchā huì gǎnjué bù shūfu ma?
18. 您经历国际时差会感觉不舒服吗?
Do you feel uncomfortable with the international jet lag?
- Xiàmiàn zhèxiē fāngfǎ néng huǎnjiě shíchā dàigěi nín de bùshīgǎn.
19. 下面这些方法能缓解时差带给您的不适感。
Here are some ways to ease the discomfort of jet lag.
- Rúguǒ guójì shíchā gěi nín de lǚchéng dàilái búbiàn, gàosu wǒ, wǒ jiāng jìn quánlì bāng nín jiějué.
20. 如果国际时差给您的旅程带来不便, 告诉我, 我将尽全力帮您解决。
If the international time difference brings you any inconvenience, please let me know and I will do my best to help you.
- Běn jīchǎng yǒu sān jiā yùnyíngshāng kě gòng xuǎnzé, Smart, Cellcard hé Metfone.
21. 本机场有三家运营商可供选择, Smart、Cellcard 和 Metfone。
There are three operators to choose from at the airport, Smart, Cellcard and Metfone.
- Qǐngnínchūshì nín de hùzhào gěi gōngzuò rényuán, xuǎnzé liúliàng tàocān.
22. 请您出示您的护照给工作人员, 选择流量套餐。
Please show your passport to the staff and choose the data package.
- Qǐng xuǎnzé nín xūyào chōngzhí de jīn'é, shuākǎ háishi fù xiànjīn?
23. 请选择您需要充值金额, 刷卡还是付现金?
Please select the recharge amount. Would you like to pay by credit card or in cash?
- Chōngzhí wánchéng le, zhèshì nín de SIM kǎ, fàng zài shǒujī lǐ jiù kěyǐ shǐyòng le.
24. 充值完成了, 这是您的 SIM 卡, 放在手机里就可以使用了。
The recharge is completed. This is your SIM card. You can use your phone after inserting it into your mobile phone.
- Nínhái kěyǐ zūyòng biànxíe de WIFI shèbèi, yě shì kěyǐ shàngwǎng de.
25. 您还可以租用便携的 WIFI 设备, 也是可以上网的。
You can also rent a portable WiFi device and surf the Internet.
- Biànxíe WIFI de zūjīn shì dānjià chéng xíngchéng tiān shù chéng táishù jiā yājīn.
26. 便携 WIFI 的租金是单价乘行程天数乘台数加押金。
The rent of a portable WiFi is unit price × days of your travel × number of sets+ deposit.
- Gēnjù dàjiā zìshēn de qíngkuàng, gěi dàjiā lièchū le yìxiē tuījiàn rùzhù de jiǔdiàn, qǐng zìxíng zhēnzhé xuǎnzé. Zhù nín rùzhù yúkuài.
27. 根据大家自身的情况, 给大家列出了一些推荐入住的酒店, 请自行斟酌选择。祝您入住愉快。
Based on your individual circumstances, I have listed some recommended hotels for you. Please make a choice. Enjoy your stay.
- Jīnwǎn wǒmen jiāng yào rùzhù de shì wèiyú de × jiǔdiàn, jiǔdiàn wéi nín tígōng le quánchéng miǎnfèi WIFI fúwù, kěyǐ shíkè yǔ hǎo-yǒu bǎochí liánxì.
28. 今晚我们将要入住的是位于.....的 × 酒店, 酒店为您提供了全程免费 WIFI 服务, 可以时刻与好友保持联系。
We will stay in × Hotel tonight. The hotel provides you with free WIFI service throughout the whole journey, so you can keep in touch with your friends all the time.
- Wǎngluò xínghào fùgài jiǔdiàn dàtáng, cāntīng, yǒngchí hé xíngzhèng jiǔláng děng gōnggòng qūyù yǐjí kèfáng.
29. 网络信号覆盖酒店大堂、餐厅、泳池和行政酒廊等公共区域以及客房。
The network signal covers public areas, such as the hotel lobby, restaurants, swimming pools and lounge, as well as guest rooms.
- Nín kěyǐ zài jiǔdiàn de rènhé wèizhì chángkuài de shǐyòng WIFI wǎngluò.
30. 您可以在酒店的任何位置畅快地使用 WIFI 网络。
You can use WiFi network freely anywhere in the hotel.
- Rùzhù de kèrén kě shǐyòng shǒujī dǎkāi wúxiàn WIFI shàngwǎng gōngnéng.
31. 入住的客人可使用手机打开无线 WIFI 上网功能。
Guests staying in the hotel can use their mobile phones to turn on WiFi network function.
- Nín kěyǐ liánjiē míng wéi “ × × × Hotel ” de WIFI hào.
32. 您可以连接名为 “ × × × Hotel ” 的 WiFi 号。
You can connect to the WiFi signal named “××× Hotel”.

- Nín jiēzhe zài tiàozhuǎn yèmiàn zhōng shūrù 6 hé bànlǐ rùzhù de fángkè xìngmíng, jí kě shǐyòng hùliánwǎng le.
33. 您接着在 跳转 页面 中 输入 6 和 办理入住的房客 姓名, 即可使用 互联网 了。
Then enter 6 and the name of the guest who has checked in on the link page to use the Internet.
- Chū-rù jiǔdiàn qǐng suíshǒu guānmén.
34. 出入 酒店 请 随手 关门。
Please close the door after you when entering and leaving the hotel.
- Qǐngwù zài chuáng shàng chōuyān.
35. 请勿在 床 上 抽烟。
Do not smoke in bed.
- Qǐng tīngcóng gōngzuò rényuán zhǐhuī, yǒuxù rùchǎng.
36. 请 听从 工作 人员 指挥, 有序入场。
Please follow the instructions of the staff and enter the site in an orderly manner.
- Qǐngwù xiédài yì rán, yì bào, yǒu dú wùpǐn.
37. 请勿携带 易燃、易爆、有毒物品。
Do not carry flammable, explosive or toxic items.
- Fēijī shēng-jiàng shí, qǐngwù shǐyòng diànzǐ chǎnpǐn.
38. 飞机 升降 时, 请勿 使用 电子 产品。
Do not use electronic devices while the aircraft is taking off and landing.
- Qǐng láojiù jiùshēngyī de shǐyòng fāngfǎ.
39. 请 牢记 救生衣 的 使用 方法。
Please keep in mind how to use your life jacket.
- Qǐng jìzhù mièhuǒqì de wèizhì.
40. 请 记住 灭火器的 位置。
Please remember the location of fire extinguishers.
- Qǐng jìzhù jíhé shíjiān hé dìdiǎn.
41. 请 记住 集合 时间 和 地点。
Please remember the gathering time and place.
- Qǐng bùyào yōngdǔ zài rùkǒu chù.
42. 请 不要 拥堵 在 入口处。
Please don't crowd at the entrance.
- Nín hǎo, huānyíng guānglín. Yǒu shénme kěyǐ wéi nín xiàoláode, fūrén?
43. 您好, 欢迎 光临。有 什么 可以 为您 效劳的, 夫人?
Hello, welcome to xxx. What can I do for you, madam?
- Nàwǒ jiànyì nín kěyǐ mǎi xiē sīchóu huòzhě xiǎoxíng de mùdiāo.
44. 那我 建议 您 可以 买 些 丝绸 或者 小型 的 木雕。
Then I suggest you to buy some silk or small wood carvings.
- Zhèxiē gōngyìpǐn bùjǐn měiguān, shíyòng, yě biànyú xiédài, kěyǐ zuòwéi lǐpǐn zèngsòng gěi qīnpéng-hǎoyǒu.
45. 这些 工艺品 不仅 美观、实用, 也 便于 携带, 可以 作为 礼品 赠送 给 亲朋好友。
These handicrafts are not only beautiful and practical, but are also easy to carry. They can be presented to relatives and friends as gifts.
- Zhèshì nín de zhǎolín, shāo děng, wǒ bāng nín bǎ tā bāo qilai.
46. 这是 您的 找零, 稍 等, 我 帮您 把它 包起来。
Here's your change. Just a moment, please. I'll wrap it for you.
- Zhèlǐ yǒu gèzhǒng lǚyóu jìniànpǐn.
47. 这里 有 各种 旅游 纪念品。
There are all kinds of souvenirs here.
- Jīntiān wǒmen jiāng pǐncháng dào zhèlǐ de tèsè fēngwèi měishí.
48. 今天 我们 将 品尝 到 这里的 特色 风味 美食。
Today we will taste local delicacies here.
- Wǒmen shāngdiàn yǒu fēicháng duō de gōngyìpǐn, jǔ jǐ gè lìzi, lìrú mùdiāo, sīchóu, yínqì, pídiāo děng děng.
49. 我们 商店 有 非常 多的 工艺品, 举 几个 例子, 例如 木雕、丝绸、银器、皮雕 等等。
There are a lot of handicrafts in our shop, such as wood carving, silk, silverware, leather carving, to name just a few.
- Nín kǎolǜ hǎo mǎi diǎnr shénme le ma?
50. 您 考虑 好 买 点儿 什么 了吗?
Have you decided what to buy?

Xiàmiàn qǐng dàijiā pǐncháng zhè yī tèsè měishíba.

51. 下面请大家品尝这一特色美食吧。

Now please enjoy this hearty meal.

Jìngwài lǚxíng bǎoxiǎnshì zhēnduì guómín jìngwài lǚyóu, tànqīn fāngyǒu, gōnggàn miànlín de yìwài, yīliáo děng fēngxiǎn liánhé

52. 境外旅行保险是针对国民境外旅游、探亲访友、公干面临的意外、医疗等风险联合推出的24小时全天候、综合性的紧急救援服务及意外、医疗、救援服务费用保险保障。

The outbound travel insurance is a 24-hour, comprehensive emergency rescue service and insurance protection for accidents, medical and rescue service expenses jointly launched against accidents, medical and other risks for nationals traveling abroad, visiting relatives and friends, and on business trips.

Jìngwài lǚxíng bǎoxiǎn jīběn kě fēn wéi rénshēn ānquán hé cáichǎn ānquán liǎng zhǒng.

53. 境外旅行保险基本可分为人身安全和财产安全两种。

Outbound travel insurance can be basically divided into two types: personal safety and property safety.

Dāng yóukè zài jìngwài lǚyóu qījiān chūxiàn xínglǐ diūshī, bèidào, yóukè yìwài shāng bìng hé sǐwáng shí, kě xiàng bǎoxiǎn gōngsī suǒpéi.

54. 当游客在境外旅游期间出现行李丢失、被盗,游客意外伤害病和死亡时,可向保险公司索赔。

When a tourist's luggage is lost or stolen, or a tourist is injured, sick or killed by accident during an outbound travel, he/she can claim for compensation from the insurance company.

Zài jìngwài gòuwù xiāofèi kěyǐ yòng wàihuì, lǚxíng zhīpiào huòzhě guójì xìnyòngkǎ.

55. 在境外购物消费可以用外汇、旅行支票或者国际信用卡。

You can use foreign exchange, traveler's check or international credit card when shopping abroad.

Wàihuì shǐyòng qilai fāngbiàn, shǒuxù jiǎndān.

56. 外汇使用起来方便,手续简单。

Foreign exchange is convenient to use, with simple procedures.

Dànshì, dài wàihuì chūjìng yǒuyīdìng de édù xiànzhi, xiédài xiànjīn, ānquán yě shì gè wèntí.

57. 但是,带外汇出境有一定的额度限制,携带现金,安全也是个问题。

However, there are limits on the amount of foreign currency you can carry abroad and carrying cash with you is also risky.

Lǚxíng zhīpiào bǐzhǒng duō, jīn'é jiào gāo, shíhé xiédài shùliàng jiào dà de jīn'é, qí shǐyòng yě shì méiyǒu qīxiàn de.

58. 旅行支票币种多,金额较高,适合携带数量较大的金额,其使用也是没有期限的。

Traveler's checks are available in a variety of currencies and in large denominations, and suitable for carrying larger amounts, and there is no expiration date for their use.

Xìnyòngkǎ tígōng de fúwù quánmiàn, xiédài ānquán, zài jìngwài xiāofèi kě zhíjiē shuākǎ, hái kěyǐ tòuzhī shǐyòng.

59. 信用卡提供的服务全面,携带安全,在境外消费可直接刷卡,还可以透支使用。

Credit cards offer comprehensive services, are safe to carry, and can be used directly for overseas purchases, with the option for overdraft.

Guójì xìnyòngkǎ de shēnlǐng xūyào de shíjiān jiào zhǎng, shǒuxù jiào máfan, duì shēnlǐngzhě de shēnchá bǐjiào yángé.

60. 国际信用卡的申领需要的时间较长,手续较麻烦,对申领者的审查比较严格。

Applying for an international credit card can be time-consuming and complicated, and the applicants will be examined strictly.

Xiàmiàn wǒxiǎng tíxǐng dàijiā jǐdiǎn ānquán zhùyì shìxiàng, xīwàng wǒmen yōngyǒu yí gè ānquán yúkuài de lǚchéng.

61. 下面我想提醒大家几点安全注意事项,希望我们拥有一个安全愉快的旅程。

Now I would like to remind you of some safety precautions and hope that we can have a safe and pleasant journey.

Qǐng dàijiā yángéànzhào lǚxíngshè de ānpái dào zhǐdìng cāntīng yòngcān; bùyào bàoyǐn-bàoshí, yǐmiǎn shuǐtǔ-bùfú yǐnqǐ fùxiè.

62. 请大家严格按照旅行社的安排到指定餐厅用餐;不要暴饮暴食,以免水土不服引起腹泻。

Please dine at the designated restaurant by following the travel agency's arrangement strictly; do not overeat to avoid diarrhea caused by unacclimatization.

Qǐng dàijiā zhùyì fángù, bìmiǎn wénchóng dīngyǎo, yǐmiǎn gǎnrǎn dēnggèrè.

63. 请大家注意防护,避免蚊虫叮咬,以免感染登革热。

Please protect yourself from insect bites to prevent the risk of catching dengue fever.

Qǐng dàijiā zìbèi fángfùxiè, guòmǐn, gǎnmào děng cháng yòng yàopǐn, bùyào qīngyì jiāng zìjǐ de yào gěi qítā yóukè fúyòng. Rúquè yǒu

64. 请大家自备防腹泻、过敏、感冒等常用药品,不要轻易将自己的药给其他游客服用。如确有

xūyào, kě bōdǎ Jiǎnpǔzhài yīliáo jíjiù diànhuà 119.

需要,可拨打柬埔寨医疗急救电话119。

Please bring some commonly used medicines to prevent diarrhea, allergies, colds, etc. for yourselves. Do not easily share your medicine with other tourists. If necessary, call the emergency medical service in Cambodia: 119.

Qǐng quèrèn zìjǐ de shēntǐ zhuàngtài, shēntǐ búshì huò yǒu xīnzāngbìng, gāoxuèyā, gānghēguò jiǔ, tóuyūn-mùxuàn zhèxiē qíngkuàng, jìnzhǐ

65. 请确认自己的身体状态,身体不适或有心脏病、高血压、刚喝过酒、头晕目眩这些情况,禁止

chéngzuò wēixiǎn xiàngmù.

乘坐危险项目。

Please confirm your physical status. You are prohibited from participating in dangerous activities if you feel uncomfortable, have heart disease or high blood pressure, have just drunk alcohol, or feel dizzy.

Zhèngquè zhuó Zhuāng, búyào chuān liányīqún, rénzituō, wú kòudài píxié

66. 正确 着装，不要 穿 连衣裙、人字拖、无扣带皮鞋。

Dress appropriately. Do not wear dresses, flip-flops, or leather shoes without buckles.

Zìxì yuèdù yóukè xūzhī, liǎojiě guīzé, jìhǎo ānquán zhuāngzhì, bùdé zhōngtú jiěkāi shèbèi, bùdé xiédài yì rán yì bàowùpǐnrùchǎng.

67. 仔细阅读游客须知，了解规则，系好安全装置，不得中途解开设备，不得携带易燃易爆物品入场。

Read the Notice to Visitors carefully to understand the rules, fasten the safety device, do not untie the device midway, and do not carry inflammables or explosives.

Yángé ànzhào zhǐshì jìnxíng cāozuò, fàngxiaróngyì diàoluò de xiǎowùpǐn, rú yìngbì, yǎnjìng, shǒutíbāo, shǒujī.

68. 严格按照指示进行操作，放下容易掉落的小物品，如硬币、眼镜、手提包、手机。

Follow the instructions strictly and remove small items that are apt to fall, such as coins, glasses, handbags and mobile phones.

Cānjiā shuǐshàng xiàngmù shí, chuānhǎo jiùshēngyī; huáchuán, yóuyǒng, qiánshuǐyíding bù néng chāoyuè jǐngjièxiàn, búyào yuǎnlí rénqún, bìng

69. 参加水上项目时，穿好救生衣；划船、游泳、潜水一定不能超越警戒线，不要远离人群，并听从救生员的指挥。

tīngcóng jiùshēngyuán de zhǐhuī.

Please wear life jackets for water entertainment activities, and do not go beyond the warning line when boating, swimming and diving. Do not stay away from other people, and follow the lifeguard's instructions.

Lǎorén hé xiǎoháir, yíding yào liànglìxíng, yǐmiǎn zàochéng yìwài.

70. 老人和小孩儿，一定要量力而行，以免造成意外。

The elderly and children must act within their limits to avoid accidents.

Chéngzuò lǎnchē, mótiānlún shí, qīng jiāzhǎng zhàogù hǎo zìjǐ de xiǎoháir, tóu, shǒu búyào shēnchū chuāng wài.

71. 乘坐缆车、摩天轮时，请家长照顾好自己的小孩儿，头、手不要伸出窗外。

When taking a cable car or sky wheel, parents should take good care of their children, and do not put your head and hands out of the window.

Xiàmiàn wǒ gěi dàjiā jiǎndān jièshào xiàr xxx xīyīn yóukèmen de dìfang. xxx wénhuà jǐngguān shífēn fēngfù.....

72. 下面我给大家简单介绍一下儿 xxx 吸引游客们的地方。xxx 文化景观十分丰富.....

Now I will give you a brief introduction to tourist attractions in xxx. xxx is abundant in cultural landscapes...

Chúle zhèxiē rénwén hé zìrán jǐngguān zhīwài, rúguǒ lái de zhèngshì shíhòu, hái néng gǎnshòu xiàr xxx hěnduō jiérì huódòng, xxx děng.

73. 除了这些人文和自然景观之外，如果来得正是时候，还能感受下儿 xxx 很多节日活动，xxx 等。

In addition to these cultural and natural landscapes, you can also experience many festival activities in xxx if you come here at the right time, such as xxx, etc.

xxx de chāoshì, cāntīng, jiǔdiàn děng dìfang dōu yòng měijīn jiào duō.

74. xxx 的超市、餐厅、酒店等地方都用美金较多。

US dollars are used in most supermarkets, large restaurants and hotels, etc. in xxx.

xxx de shìchǎng děng dìfang dōu yòng dāngdìbì, jiànyì suíshēn dài shìliàng dāngdìbì.

75. xxx 的市场等地方都用当地币，建议随身带适量当地币。

Local currency is used in markets and by vendors, etc. in xxx. You are advised to carry an appropriate amount of local currency with you.

Jìn fósi cānguān shí, yīzhuó dé tǐ zhěngjié, xū zhuó zhǎng yīkù, miǎnguān tuōxié.

76. 进佛寺参观时，衣着得体整洁，需着长衣裤，免冠脱鞋。

When visiting a Buddhist temple, you should dress appropriately and neatly, wear long trousers, and take off your hat and shoes.

xxx shì yí gè xiǎofèi zhìdù guójiā, dāngdì jiǔdiàn hé sījī bāngzhù tí xínglǐ huò kèfáng sòngshuǐ, xiàn huā děng, ànzhào lǐmào shì yào gěi

77. xxx 是一个小费制度国家，当地酒店和司机帮助提行李或客房送水、献花等，按照礼貌是要给小费的。

xxx is a country adopting tipping system. The local driver and hotel staff who assist with luggage, deliver water to your room, or present flowers, etc., should be given a tip as a courtesy.

xxx duì zìrán de bǎohù hěn zhòngshì, gōnggòng chǎngsuǒ bù zhǔn xīyān, fǒuzé huì bèi fákuǎn.

78. xxx 对自然的保护很重视，公共场所不准吸烟，否则会被罚款。

The xxx attaches great importance to the conservation of nature. Smoking is not allowed in public places, otherwise you will be fined.

xxx guó jìn dǔ, jíshǐ zài jiǔdiàn fángjiān nèi yě qǐngwù jìnxíng dǔbólèi huódòng.

79. xxx 国禁赌，即使在酒店房间内也请勿进行赌博类活动。

Gambling is prohibited in xxx. Do not engage in gambling activities, even in hotel rooms.

- Yèjiān huò zìyóu huódòng shíjiān ruò xū zìxíng wàichū, qǐng gàozhī lǐngduì, bìng yīng tèbié zhùyì ānquán.
80. 夜间或自由活动时间若需自行外出, 请告知领队, 并应特别注意安全。
If you need to go out by yourself at night or during free time, please inform the team leader and pay special attention to safety.
- Tōuqiè wénwù huò pòhuài gǔjì, dōushì fànzuì de xíngwéi, jiāng shòudào fǎlǜ zhìcái.
81. 偷窃文物或破坏古迹, 都是犯罪的行为, 将受到法律制裁。
Stealing cultural relics or destroying historic sites is a crime and will be punished by law.
- Yǒuxiē guójiā dāngdìrén rènwéi zuǒshǒu shì bù jié de xiàngzhēng, yòng zuǒshǒu ná dōngxī huò shíwù, dōu shì bù dǒng lǐmào de biǎoxiàn. Yīncǐ, qǐngwù shǐyòng zuǒshǒu chùfǎ huò chuándì wùpǐn gěi dāngdìrén.
82. 有些国家当地人认为左手是不洁的象征, 用左手拿东西或食物, 都是不懂礼貌的表现。因此, 请勿使用左手触摸或传递物品给当地人。
Locals in some countries believe that the left hand is a symbol of uncleanness, and it is impolite to use the left hand to hold things or food. Therefore, do not touch or pass things to locals with your left hand.
- Nínzài lǚtú zhōng pèngdào rènhé kùnnán hé wèntí qǐng gàosu wǒ, wǒjiāng jìn lì bāngzhù nín jiějué.
83. 您在旅途中碰到任何困难和问题请告诉我, 我将尽力帮助您解决。
Please let me know if you encounter any difficulties or problems during your journey, and I will try my best to help you to solve them.
- Xiànzài dàjiā kěyǐ zìyóu cānguān, pāizhào liúniàn, línglǜ dāngdì de fēngsú rénnqíng.
84. 现在大家可以自由参观, 拍照留念, 领略当地的风俗人情。
Now you can look around freely, take photos and have a taste of local customs.
- Qǐng dàjiā zài yóuwán shí bùyào luàn rēng guǒpí hé shípǐn bāozhuāngdài, bùyào dào wēixiǎn de dìfāng qù.
85. 请大家在游玩时不要乱扔果皮和食品包装袋, 不要到危险的地方去。
Please don't litter, and don't go to dangerous places.
- Zài zhè cì x x x zhī lǚ jíjiāng jiéshù zhī jì, wǒ yóuzhōng de gǎnxiè dàjiā duì wǒ gōngzuò de zhīchí hé bāngzhù.
86. 在这次 x x x 之旅即将结束之际, 我由衷地感谢大家对我工作的支持和帮助。
At the end of this x x x tour, I sincerely thank you all for your support and help.
- Zài zhè jǐ tiān de lǚchéng zhōng, rúguǒ wǒmen de ānpái hé fúwù yǒu bù zhōudào de dìfāng, hái qǐng nín duōduō bāohán, tóngshí yě qǐng nín zhǐ chūlai, wǒmen huì nǔlì wánshàn.
87. 在这几天的旅程中, 如果我们的安排和服务有不周到的地方, 还请您多多包涵, 同时也请您指出, 我们会努力完善。
Please excuse any shortcomings there may be during the journey, and we will try our best to make continuous improvement.
- Xiàng nín zhèyàng yǒu dìwèi / chéngjiù de rén
88. 像您这样有地位/成就的人.....
A person in your position/high-achiever like you...
- Rúguǒ nín kěyǐ wǒ huì hěn gǎnjī nín.
89. 如果您可以.....我会很感激您。
If you could...I would appreciate it.
- Yěxǔ nín kěyǐ zài fāngmiàn gěi wǒ yìxiē jiànyì
90. 也许您可以在.....方面给我一些建议.....
Maybe you can give me some advice on...
- Nín zhēn de zài fāngmiàn bāng le wǒ yí gè máng.
91. 您真的在.....方面帮了我一个忙。
You really did me a favor...
- Qǐng nín yīnwèi nín zhēn de yǒu zhè fāngmiàn de zhuānyè zhīshì.
92. 请您.....因为您真的有这方面的专业知识。
Please... because you are a specialist in this field.
- Nín shuō de wánquán zhèngquè.
93. 您说得完全正确。
You are absolutely right.
- Wǒ wèi nín suǒ yùdào de wèntí ér gǎndào fēicháng bàoqiàn.
94. 我为您所遇到的问题而感到非常抱歉。
I am very sorry for the problems you have encountered.
- Qǐng nín bùyào zháojí, wǒ fēicháng lǐjiě nín de xīnqíng, wǒmen yíding huì jiéjìn quánlì wéi nín jiějué de.
95. 请您不要着急, 我非常理解您的心情, 我们一定会竭尽全力为您解决的。
Please don't worry. I fully understand your feeling. We will try our best to solve the problem for you.
- Wǒmen huì jiāng nín shuō de qíngkuàng jǐnkuài fǎnyìng gěi xiāngguān bùmén qù zuò gǎijìn.
96. 我们会将您说的情况尽快反映给相关部门去做改进。
We will report what you've said to the relevant departments for improvement as soon as possible.

Xièxiè nín de lǐjiě hé zhīchí, wǒmen jiāng búduàn gǎijìn fúwù, ràng nín mǎnyì.

97. 谢谢您的理解和支持，我们将不断改进服务，让您满意。

Thank you for your understanding and support. We will continue to improve our service to your satisfaction.

Huānyíng nín hé nín de jiārén, péngyou néng zàicì dào měilì de ××× lǚyóu!

98. 欢迎您和您的家人、朋友能再次到美丽的×××旅游!

I hope to serve you, your family and friends in the beautiful ××× again!

Zuìhòu, zhù dàjiā guītú shùnlì, yí lù píng'ān!

99. 最后，祝大家归途顺利，一路平安!

Finally, I wish you a smooth and safe journey home!

词语总表

Vocabulary

序号	生词	拼音	词性	词义	普通 G/ 专业 S	所属 项目
1	安排	ānpái	n.	arrangement	G	5A
2	安全带	ānquándài	n.	seat belt	S	2A
3	保管	bǎoguǎn	v.	take care of	S	2B
4	保险	bǎoxiǎn	n.	insurance	S	4B
5	保证金	bǎozhèngjīn	n.	deposit	S	4A
6	报警	bào//jǐng	v.	call the police	G	4B
7	便携	biànxíe	adj.	portable	S	3B
8	标志	biāozhì	n.	sign	S	2B
9	滨江公园	Bīnjiāng Gōngyuán	pn.	the Riverside Park	S	1B
10	不适	búshì	adj.	uncomfortable	G	5B
11	参观	cānguān	v.	visit	G	1B
12	餐厅	cāntīng	n.	restaurant	G	5A
13	车牌号	chēpáihào	n.	license plate number	S	2B
14	乘坐	chéngzuò	v.	take or ride	G	5B
15	充值	chōngzhí	v.	recharge	S	3A
16	出示	chūshì	v.	show	G	3A
17	出售	chūshòu	v.	sell	G	2B
18	搭乘	dāchéng	v.	travel by	S	2A
19	带领	dàilǐng	v.	take (sb.) to (a place)	G	1B
20	单价	dānjià	n.	unit price	S	3B
21	导游	dǎoyóu	n.	tour guide	S	1A
22	倒时差	dǎo shíchā	phr.	get over the jet lag	S	5B
23	抵达	dǐdá	v.	arrive	G	3A
24	地址	dìzhǐ	n.	address	G	1A
25	丢失	diūshī	v.	lose	G	4B
26	东七区	dōng qī qū	phr.	GMT+07:00	S	5A
27	独立纪念碑	Dúlì Jìniànbēi	pn.	the Independence Monument	S	1B
28	兑换	duìhuàn	v.	exchange	S	4A
29	反应	fǎnyìng	n./v.	reaction; react	G	5B

(续表)

序号	生词	拼音	词性	词义	普通 G/ 专业 S	所属 项目
30	方式	fāngshì	n.	way	G	3B
31	付款	fù//kuǎn	v.	pay a sum of money	G	4A
32	赶紧	gǎnjǐn	adv.	quickly	G	4B
33	跟	gēn	v.	follow	G	1B
34	观察	guānchá	v.	observe	G	2A
35	贵重	guìzhòng	adj.	precious	G	2B
36	国籍	guójí	n.	nationality	S	1A
37	国际	guójì	adj.	international	G	5A
38	海关申报表	hǎiguān shēnbàobiǎo	phr.	Customs Declaration Form	S	1A
39	航班号	hángbānhào	n.	flight number	S	1A
40	护照号	hùzhàohào	n.	passport number	S	1A
41	集合	jíhé	v.	gather	G	2B
42	价格	jiàgé	n.	price	G	3B
43	监控	jiānkòng	v.	monitor	G	4B
44	柬埔寨	Jiǎnpǔzhài	pn.	Cambodia	S	5A
45	交通工具	jiāotōng gōngjù	phr.	means of transportation	S	2A
46	缴纳	jiǎonà	v.	pay	S	4A
47	解决	jiějué	v.	solve	G	5A
48	解释	jiěshì	n.	explanation	G	5B
49	金边	Jīnbiān	pn.	Phnom Penh	S	5A
50	金边王宫	Jīnbiān Wánggōng	pn.	the Royal Palace of Phnom Penh	S	1B
51	金额	jīn'é	n.	amount of money	G	3A
52	精彩	jīngcǎi	adj.	wonderful	G	5A
53	景区	jǐngqū	n.	scenic spot	G	2B
54	救生船	jiùshēngchuán	n.	lifeboat	S	2A
55	救生衣	jiùshēngyī	n.	life jacket	S	2A
56	剧场	jùchǎng	n.	theater	G	5A
57	扣除	kòuchú	v.	deduct	G	4A
58	牢记	láoji	v.	keep in mind	G	2A
59	理赔	lǐpéi	v.	settle a claim	S	4B
60	流量	liúliàng	n.	data	S	3A

(续表)

序号	生词	拼音	词性	词义	普通 G/ 专业 S	所属 项目
61	旅程	lǚchéng	n.	journey	G	3A
62	旅行	lǚxíng	v.	travel	G	2A
63	旅行社	lǚxíngshè	n.	travel agency	S	4B
64	旅行支票	lǚxíng zhīpiào	phr.	traveler's check	S	4A
65	轮船	lúnchuán	n.	ship	G	2A
66	面额	miàn'é	n.	denomination	S	4A
67	灭火器	mièhuǒqì	n.	fire extinguisher	S	2A
68	明显	míngxiǎn	adj.	obvious	G	5B
69	目的	mùdì	n.	purpose	G	1A
70	期限	qīxiàn	n.	deadline	G	4A
71	其他	qítā	pron.	other	G	3B
72	签发	qiānfā	v.	issue	S	1A
73	签证	qiānzhèng	n.	visa	S	1A
74	全力	quánlì	adv.	try one's best	G	5A
75	荣幸	róngxìng	adj.	honored	G	1B
76	入住	rùzhù	v.	check in	G	5A
77	上网	shàng//wǎng	v.	surf the Internet	S	3B
78	设备	shèbèi	n.	equipment	S	3B
79	设施	shèshī	n.	facility	S	2B
80	申领	shēnlǐng	v.	apply	S	4A
81	审查	shěenchá	v.	examine	S	4A
82	生理	shēnglǐ	n.	physiology	G	5B
83	时差	shíchā	n.	time difference	S	5A
84	时区	shíqū	n.	time zone	S	5A
85	使用	shǐyòng	v.	use	G	3B
86	首都	shǒudū	n.	capital	G	5A
87	手续费	shǒuxùfèi	n.	service charge	S	4A
88	刷卡	shuākǎ	v.	pay by card	G	3A
89	索赔	suǒpéi	v.	claim for compensation	S	4B
90	套餐	tàocān	n.	package	S	3A
91	填写	tiánxiě	v.	fill in	G	1A

(续表)

序号	生词	拼音	词性	词义	普通 G/ 专业 S	所属 项目
92	停留	tíngliú	v.	stay	G	1A
93	透支	tòuzhī	v.	overdraw	S	4A
94	外汇	wàihuì	n.	foreign currency	S	4A
95	外面	wàimiàn	n.	outside	G	4B
96	危险	wēixiǎn	adj.	dangerous	G	2A
97	卫生间	wèishēngjiān	n.	restroom	G	4B
98	吴哥窟	Wúgē Kū	pn.	Angkor Wat	S	1B
99	无证摊贩	wúzhèng tānfàn	phr.	unlicensed vendor	S	2B
100	现金	xiànjīn	n.	cash	G	3A
101	限制	xiànzhì	v.	limit	G	4A
102	相差	xiāng chà	phr.	differ	S	5A
103	消费	xiāofèi	v.	consume	G	4A
104	携带	xiédài	v.	carry	G	4A
105	信用额度	xìnyòng édù	phr.	credit limit	S	4A
106	信用卡	xìnyòngkǎ	n.	credit card	S	4A
107	行程	xíngchéng	n.	itinerary	G	1B
108	行程天数	xíngchéng tiān shù	phr.	days of (one's) travel	S	3B
109	休息	xiūxi	v.	rest	G	1B
110	押金	yājīn	n.	deposit	S	3B
111	严禁	yánjìn	v.	strictly prohibit	S	2B
112	演出	yǎnchū	n.	performance	G	5A
113	椅子	yǐzi	n.	chair	G	4B
114	易燃品	yìránpǐn	n.	inflammable material	S	2A
115	饮食安全	yǐnshí ānquán	phr.	food safety	S	2B
116	影响	yǐngxiǎng	n.	influence	G	5B
117	拥堵	yōngdǔ	v.	crowd	G	2B
118	用餐	yòng/cān	v.	have a dinner	G	5A
119	游览	yóulǎn	v.	go sightseeing	S	2B
120	游轮	yóulún	n.	cruise ship	S	2A
121	运营商	yùnyíngshāng	n.	operator	S	3A
122	正常	zhèngcháng	adj.	normal	G	3B

(续表)

序号	生词	拼音	词性	词义	普通 G/ 专业 S	所属 项目
123	证明书	zhèngmíngshū	n.	certificate	S	4B
124	钟形塔	Zhōngxíng Tǎ	pn.	the Wat Phnom	S	1B
125	注意	zhùyì	v.	pay attention to	G	2A
126	租赁点	zūlìndiǎn	n.	rental point	S	3B
127	租用	zūyòng	v.	rent	S	3B

视频脚本 Video Scripts

项目一 出入境知识与手续

一、热身

红色通道也称“应税通道”。旅游团到达出境地点，首先办理海关手续，如有物品申报，要认真填写《海关进/出境旅客行李物品申报单》，走红色通道，办理海关手续，经海关查验后放行。

绿色通道亦称“免税通道”或“无申报通道”。携带无须向海关申报物品的游客和持有外交签证或礼遇签证的人员，可选择“绿色通道”通关。

三、视听说

安全检查是出入境人员必须履行的检查手续，是保障旅客人身安全的重要预防措施。安全检查的内容主要是检查旅客及其行李物品中是否携带枪支、弹药，易爆、腐蚀、有毒、放射性等危险物品，以确保航空器及乘客的安全。

四、学以致用

1. 准备护照、签证和美元现金；2. 填写两张柬埔寨提供的入境登记表，包括入境移民卡、海关申报表；3. 如需办落地签，到达机场后，前往办理签证窗口办理，如已经办理签证，到入境处办理出关；4. 提取航运行李。

项目二 旅游安全知识

一、热身

导游需要了解各种旅行时的安全知识，比如：提醒客人出入酒店房间请随手关门，勿将衣物披在灯上或在床上抽烟，这属于酒店住宿安全；外出时，不随意购买、食用街头小摊贩的劣质食品、饮料，这是购物饮食安全；在景区搭乘缆车时，请依序上下，听从工作人员指挥，这是景区游览安全；乘坐飞机时不能携带易燃、易爆、有毒物品，这是交通工具安全。

三、视听说

外出时尽量不要携带大量现金。参加水上活动，按规定穿着救生衣。旅行中带一些必备的药品。乘船时，不在船头、甲板等地打闹、追逐。酒店住宿时，听到火警铃响，请由紧急出口迅速离开，切勿搭乘电梯。搭乘缆车时，不能自行打开轿厢门或护栏，应听从工作人员指挥。

四、学以致用

带领游客游览景区：

1. 前往景区前，提醒游客贵重物品随身携带。提醒有门票优惠的游客，携带并出示学生证、老年证、离退证、军官证、残疾证等有效证件。告知游客导游的联系方式及集合时间和地点，提醒游客记清所乘大巴的车牌号码、车辆名称和颜色特征。
2. 到达景区后，按照协议价购买门票，如遇儿童价不含景点门票、缆车需额外收费等问题，提前与游客沟通，协助游客办理票务等手续。
3. 游玩景区时，提醒游客注意安全。做好景点的讲解工作，合理安排游客拍照留念和休息的时间。提醒游客集合时间和地点。
4. 游玩结束后，查点和确认游客人数。发车前往用餐酒店前，提前联系和安排好游客的用餐。

项目三 出入境知识与手续

一、热身

Cellcard、Metfone 和 SMART 是柬埔寨主要的三大运营商。Cellcard 是柬埔寨品牌最大、用户最多的公司，在城市信号和通话质量较好，支持 4G。Metfone 是越南的品牌，信号覆盖面广，即使到偏远的乡村，信号也很好。Samrt 是一家年轻且发展迅速的马来西亚公司，备受年轻人喜欢，信号覆盖广，包括农村地区，支持 4G。

三、视听说

在柬埔寨使用网络可以购买当地电话卡或是租用便携式 WIFI。它们各自都有优缺点。当地电话卡有着信号稳定、价格便宜并且可以通话的优点，但需要游客用护照实名制购买。而便携式 WIFI 方便多人使用，节省成本，无限流量，但缺点是信号不稳定，需要定期充电，有押金，并且需要及时归还。

四、学以致用

尊敬的客人，您好！今晚我们将要入住的是位于金边的柬埔寨 XXX 酒店，酒店为您提供了全程免费 WIFI 服务，你可以时刻与好友保持联系。信号覆盖酒店餐厅、大堂、行政酒廊、游泳池等公共区域以及客房，您可以在酒店的任何位置畅快地使用 WIFI 网络。入住的客人使用手机打开 WIFI 上网功能，连接名为“Cambodian XXX Hotel”的 WIFI 信号，并在跳转页面中输入房号和办理入住的房客姓名，即可使用互联网了。

项目四 货币和保险知识

一、热身

境外旅行保险是针对国民境外旅游、探亲访友、公干面临的意外、医疗等风险联合推出的 24 小时全天候、综合性的紧急救援服务及意外、医疗、救援服务费用保险保障，基本可分为人身安全和财产安全两种。当游客在境外旅游期间出现行李丢失、被盗，旅游者意外伤病和死亡时，可向保险公司索赔。

三、视听说

不属于索赔范围的物品包括：

1. 首饰、现金、邮票、飞机票、护照等；
2. 假牙、假肢、隐形眼镜；
3. 金银、珠宝、古字画及古玩；
4. 行李物品的自然磨损、虫咬、变色、锈蚀或老化。

不属于赔偿范围的疾病包括：

慢性病、传染病、分娩、怀孕、流产及牙科疾病。

四、学以致用

游客张三即将前往柬埔寨旅行，出行前张三为自己买了一份出境旅游保险，该份保险涉及的保险责任包括意外伤害、突发急性病身故、住院医疗、门诊医疗、牙科门诊等内容，总保险费为 205 元人民币。

项目五 国际时差知识

一、热身

世界时区的划分以本初子午线为标准，从西经 7.5° 到东经 7.5°（经度间隔为 15°）为零地区。由零时区的两个边界分别向东和向西，每隔经度 15° 划一个时区，东、西各划出 12 个时区，全球共划分成 24 个时区，东十二时区与西十二时区相重合。相邻两个时区的标准时相差一小时。判断地区的时区是将该地区的经度除以 15，得到的商是几，就是第几时区，如果有余数，看余数是否是大于 7.5，如果大于 7.5，那就在商的基础上加 1。

三、视听说

以下方法可以减轻时差对人体造成的影响：

1. 旅行前调整好睡眠模式；
2. 禁食；
3. 服用碧萝芷；
4. 调整光照时间；
5. 保证第一晚的睡眠；
6. 佩戴 RE-TIMER 眼镜；
7. 选择合适的航班；
8. 选择适合自己生物钟的目的地。

四、学以致用

在之前通过经度判断时区的基础上，遵循同减异加的原则，可以算出时差。“同”指同在东时区或同在西时区，则两时区相减；“异”则指一个在东区，一个在西区，则两时区相加。根据时差，可以遵循东加西减的原则，计算出所求时区的时间。即所求时区在已知时区东边，则在已知时区的时间上加上时差；若在西边，则减去时差。

参考答案

Reference Answers

模块二 导游专业知识

项目一 出入境知识与手续

一、热身

1. D 2. C 3. A 4. B

2. A: 3 4

B: 1 2 5 6

三、视听说

1. × 3. × 4. × 6. × 7. ×

四、学以致用

1. D 2. A 3. C 4. B

项目二 旅游安全知识

一、热身

1. (1) B (2) A (3) D (4) C

2. (1) D (2) C (3) B (4) A

三、视听说

1. × 5. × 6. ×

正确方法:

1. 外出时尽量不要携带大量现金。

5. 酒店住宿时, 听到火警铃响, 请由紧急出口迅速离开, 切勿搭乘电梯。

6. 搭乘缆车时, 不能自行打开轿厢门或护栏, 应听从工作人员指挥。

四、学以致用

1. B 2. A 3. D 4. C

项目三 通信知识

一、热身

1. (1) B (2) D (3) C (4) A

2.



Mǎláixīyà
马来西亚
Malaysia

Jiǎnpǔzhài
柬埔寨
Cambodia

Yuènnán
越南
Vietnam

三、视听说

1. √ 2. × 3. × 4. × 5. √

四、学以致用

1. E 2. A 3. C 4. D 5. F 6. B

项目四 货币和保险知识

一、热身

1. (1)C (2)B (3)E (4)A (5)D (6)F

2. B C D

三、视听说

1. × 2. × 3. × 4. × 5. × 8. ×

四、学以致用

1. C 2. A 3. D 4. B

项目五 国际时差知识

一、热身

1. (1)C (2)D (3)A (4)B

2. (1)东七 (2)东八 (3)东九 (4)零 (5)西五 (6)东二

三、视听说

tiáozhěng hǎo shuìmián móshì 1. 调整 好 睡眠 模式 Adjusting sleeping mode	jìn shí 2. 禁食 Fasting	chíxù liáotiānr 3. 持续聊天儿 Keeping chatting	tiáozhěng guāngzhào shíjiān 4. 调整 光照 时间 Adjusting lighting time
√	√		√
tīng yáogǔn yīnyuè 5. 听 摇滚 音乐 Listening to rock and roll	chī xīnlà shíwù 6. 吃辛辣食物 Eating spicy food	pèidài re-timer yǎnjìng 7. 佩戴 re-timer 眼镜 Wearing re-timer glasses	xuǎnzé héshì de hángbān 8. 选择合适的 航班 Choosing the right flight
	√		√

四、学以致用

1. 下午 7 点 2. 下午 8 点 3. 下午 8 点 4. 上午 6 点 5. 上午 11 点 6. 下午 9 点

模块四 导游专业实操

项目一 景区接待服务

流程与规范

A—3 B—4 C—1

工作模块一

quèrèndān
确认单
Confirmation Form

tuánhào
团号: 20220212
Group No.

dìqū huò guójí Zhōngguó
地区或国籍: 中国
Region or Nationality

cānguān rìqī 参观 日期 Visit date	jǐngdiǎn míngchēng 景点 名称 Name of scenic spot	rénshù chéng rén értóng 人数 (成人 / 儿童) Number of people (adults/children)	yòngcān 用餐 Dining	bèizhù 备注 Notes
nián yuè rì 2022 年 2 月 12 日 Feb.12, 2022	Wúgē kū 吴哥窟 Angkor Wat	rén chéng rén értóng rén 10 人 (成人 6 人, 儿童 4 人) 10 people (6 adults, 4 children)	wǔcān, cānbǎo 12:00 午餐, 餐标 \$10/ 人 Lunch at 12:00, lunch standard: \$10/person	rén bù chī là 4 人 不吃辣 Four people cannot eat spicy food
fèiyong héjì 费用 合计 Total Cost	\$300			

工作模块二

1. A 2. D 3. E 4. B 5. C
 6. F 7. H 8. G 9. J 10. I
 11. L 12. K 13. N 14. O 15. M

工作模块三

diàochá xiàngmù 调查 项目 Survey item	hěn mǎnyì 很满意 Quite satisfied	mǎnyì 满意 Satisfied	yìbān 一般 So-so	bù mǎnyì 不满意 Not satisfied
wàibù jiāotōng zhǐyǐn 外部 交通 指引 External traffic guidance	✓			
nèibù yóulǎn xiànlù 内部 游览 线路 Internal tour itinerary arrangement		✓		
guānjǐng shèshī 观景 设施 Facilities for sightseeing		✓		
lùbiāo zhǐshì 路标 指示 Signs for directions			✓	
jǐngwù jièshào pái 景物 介绍 牌 Introduction boards			✓	
xuānchuán zīliào 宣传 资料 Publicity materials				✓
dǎoyóu jiǎngjiě 导游 讲解 Tour guide service	✓			
fúwù zhìliàng 服务 质量 Quality of service		✓		

diàochá xiàngmù 调查项目 Survey item	hěn mǎnyì 很满意 Quite satisfied	mǎnyì 满意 Satisfied	yìbān 一般 So-so	bù mǎnyì 不满意 Not satisfied
huánjìng wèishēng 环境卫生 Environmental health			✓	
yóukè fúwù zhōngxīn 游客服务中心 Tourist Service Center			✓	
jǐngqū cèsuǒ 景区厕所 Toilets			✓	
shāngpǐn gòuwù 商品购物 Shopping			✓	
cānyǐn huò shípǐn 餐饮或食品 Food & beverage		✓		
lǚyóu zhìxù 旅游秩序 Public order				✓
jǐngqū bǎohù 景区保护 Scenic spot protection	✓			
zǒngtǐ yìnxiàng 总体印象 Overall impression		✓		
qítā yìjiàn hé jiànyì páiduìshíjiān tài cháng, méiyǒu dàigòu yǐnyòngshuǐ, xīwàng dǎoyóu nénggòu tíqián gào zhī zhùyì shìxiàng. 其他意见和建议：排队时间太长，没有带够饮用水，希望导游能够提前告知注意事项。 Other comments and suggestions: The queuing time was too long, and I didn't bring enough drinking water. I hope the tour guide can inform us of the precautions in advance.				

项目二 景区解说服务

流程与规范

A—4 B—3 C—2

工作模块一

jǐngqū 景区	zìrán huánjìng 自然环境 Natural environment	shèhuì huánjìng 社会环境 Social environment	wénhuà huánjìng 文化环境 Cultural environment	jīngjì huánjìng 经济环境 Economic environment
Wúgē Kū 吴哥窟 Angkor Wat			✓	
Dònglǐsà Hú 洞里萨湖 Tonle Sap	✓			

(续表)

jǐngqū 景区	zìrán huánjìng 自然 环境 Natural environment	shèhuì huánjìng 社会 环境 Social environment	wénhuà huánjìng 文化 环境 Cultural environment	jīngjì huánjìng 经济 环境 Economic environment
Jiǎnpǔzhài 柬埔寨 Guójiā Bówùguǎn 国家 博物馆 National Museum of Cambodia			✓	
Jújǐng 桔井 Kratie		✓		✓
Xīhānùkè Hǎitān 西哈努克 海滩 Sihanoukville Beach	✓			

工作模块二

1. B 2. E 3. H 4. A 5. J 6. G 7. C 8. I 9. D 10. F

工作模块三

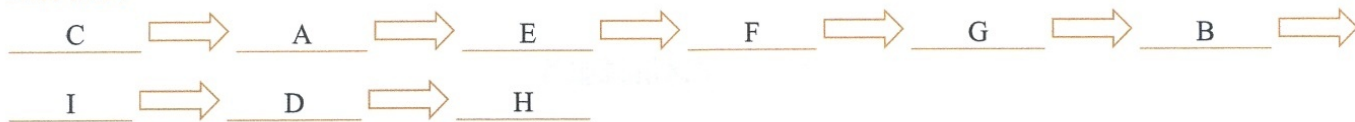
2. ✓ 4. ✓ 5. ✓

项目三 景区商业服务

流程与规范

A—5 B—2 C—3 C—4

工作模块一



工作模块二

1. E 2. D 3. A 4. B 5. C

工作模块三

游客姓名 Tourist name	人数 Number of people	酒店地点 Hotel location	酒店房型 Hotel room type	特殊需求 Special needs
LI HUA	2	市区 In urban area	双人间 Double room	
WANG BIN	3	市区 In urban area	家庭房 Family room	
ZHANG QIANG	1	市区 In urban area	单人间 Single room	无烟 Non-smoking room
CHEN JING	2	郊区 In the suburb	双人间 Double room	安静 Quiet

项目四 其他辅助服务

流程与规范

A—3 B—2 C—4

工作模块一

cānguān lùxiàn 参观路线 Tour routes	cānguān shícháng 参观时长 Duration of visit	lùxiàn tèdiǎn 路线特点 Features of the route	shìhé rénqún 适合人群 Target tourists	jiāotōng qíngkuàng 交通情况 Transportation
线路一： 钟型塔 + 滨江公园	2-3 小时	全方位体验	中青年人	观览车 + 步行
线路二： 钟形塔	1-1.5 小时	山顶可参观塔山寺、俯瞰城区	中青年人	步行
线路三： 滨江公园	1 小时	自然景观丰富、行程轻松	中老年人	观览车

工作模块二

1. B 2. D 3. E 4. A 5. J 6. G 7. C 8. I 9. H 10. F

工作模块三

yóukè 游客	cónglín fēiyuè 丛林飞跃 The jungle leap	jiǎnshì ànmó 柬式按摩 Cambodia massage	rèqìqiú 热气球 Hot air balloon	qiánshuǐ 潜水 Diving
yóukè 1~4 游客 1~4				
yóukè 5~8 游客 5~8	√			
yóukè 9~12 游客 9~12		√		
yóukè 13~16 游客 13~16				√
yóukè 17~20 游客 17~20			√	

项目五 景点导游词学习

流程与规范

① C → ② D → ③ B → ④ A

工作模块一

1. 因为柬埔寨得艾滋病的人占百分之十五。
2. 因为别人认为灵魂在头上所以不要摸别人的头。
3. 因为当地有一种蚊子叫豹脚蚊，被咬之后会立刻死亡。
4. 因为当地的眼镜王蛇非常多所以要小心。

工作模块二

1.I 2.E 3.J 4.A 5.D 6.F 7.B 8.C 9.G 10.H 11.K

工作模块三

3.√ 5.√

工作模块四

1.C 2.D 3.B 4.A 5.E

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