

广东省 2025 年全国导游资格考试

现场必读
(英语)

广东省导游人员考评委员会
2025 年 9 月

2025 年全国导游资格考试《导游服务能力》 大纲（广东）

一、考试目的

本科目考试（现场考试）是导游资格考试的重要组成部分，主要考查考生对广东主要景点的讲解能力和相关知识的掌握程度，以及对时政、经济、文化、入境便利化等综合知识的了解程度；考查考生对导游服务规范及工作程序的掌握和应用；考查考生处理突发事件和特殊问题的能力；考查外语考生在导游讲解过程中现场翻译能力、口语水平。

二、考试内容

（一）景点讲解：主要是考查考生的导游讲解是否符合规范程序，考生对旅游景点的熟悉程度，以及讲解景点的语言能力，包括讲解内容的正确性、条理性，是否详略得当、重点突出，具有一定的讲解技巧，以及回答景点问题的正确性。考生先讲解景点，再回答三个与其余景点相关的问题。

（1）中文类考试景点讲解范围：广州市广州塔景区—概述及塔顶游乐项目，广州市农民运动讲习所旧址—概述及崇圣殿，深圳市华侨城旅游度假区—概述及欢乐谷，珠海市横琴长隆国际海洋度假区—概述及海洋大街、海洋奇观，佛山市西樵山景区—概述及白云洞景区，韶关市丹霞山景区—概述及长老峰，河源市万绿湖风景区—概述及龙凤岛，梅州市叶剑英纪念园—概述及叶剑英纪念馆，中山市孙中山故里旅游区—概述及孙中山故居，江门市开平碉楼与村落—自力村碉楼群，阳江市广东海上丝绸之路博物馆景区—概述及南海 I 号主题展区，肇庆市七星岩风景区—概述及龙岩洞和摩崖石刻群。

（2）外语类考试景点讲解范围：丹霞山、开平碉楼与村落、中山

纪念馆、南越王博物院（王墓展区）、陈家祠。

（二）导游规范：主要是考查考生在接待过程中向旅游者提供规范化、程序化服务的水平，如：地陪在接待过程中规范化的表现（包括语言、举止、接待程序等）。考生须回答一个相关问题。

（三）应变能力：主要是测试考生在接待过程中处理应急事件和回答旅游者提出的疑难问题的能力，如：旅游安全事故、旅游者突发疾病以及不当言行等事件的处理。考生须回答一个相关问题。

（四）综合知识：主要考查考生对本省文化旅游知识的掌握程度，以及对时政、经济、入境便利化等方面的综合知识是否全面了解。考生须回答一个相关问题。

（五）口译（外语类考生）

主要考查考生在导游服务过程中现场中外互译能力、口语水平。内容侧重于所考查的五个景点中的部分内容。每位考生“中译外”和“外译中”的试题各一题。

导游口试考试流程

“外语类” 每场考试总用时 60 分钟：

包含 2 分钟景点讲解准备时间、29 分钟答题时间、29 分钟系统回放检查。

一、试题说明

“外语类” 考生考试试题包括“景点讲解”、“景点问答”、“口译”和“知识问答”四部分，共 9 道题。

第一部分：“景点讲解”，共 1 题，总分值 41 分。

“景点讲解”总用时 18 分钟，其中：准备时间为 2 分钟，考生进行答题准备。“景点讲解”自动抽取景点，考生进行讲解准备。

考生答题时间为 **8 分钟**，答题结束后，系统自动回放检查 8 分钟。

第二部分：“景点问答”，共 3 题。每题 3 分，总分值 9 分。

“景点问答”总用时 12 分钟，其中：

第 1 题考生答题时间为 **2 分钟**，答题结束后，系统自动回放检查 2 分钟；

第 2 题考生答题时间为 **2 分钟**，答题结束后，系统自动回放检查 2 分钟；

第 3 题考生答题时间为 **2 分钟**，答题结束后，系统自动回放检查 2 分钟。

第三部分：“口译”，共 2 题。中译外和外译中各 1 题。每题 10 分，总分值 20 分。

“口译”总用时 12 分钟，其中：

中译外：答题时间为 **3 分钟**，答题结束后，系统自动回放检查 3 分钟；

外译中：答题时间为 **3 分钟**，答题结束后，系统自动回放检查 3 分钟。

第四部分：“知识问答”，共3题。导游规范问答、应变能力问答及综合知识问答各1题。每题10分，总分值30分。

“问答题”总用时18分钟，其中：

导游规范问答：答题时间为**3分钟**，答题结束后，系统自动回放检查3分钟；

应变能力问答：答题时间为**3分钟**，答题结束后，系统自动回放检查3分钟；

综合知识问答：答题时间为**3分钟**，答题结束后，系统自动回放检查3分钟。

二、答题方式

闭卷，所有试题通过计算机完成答题，考生在计算机上录制视频作答。

三、答题注意事项

1、设备调试

考试开始前，考生输入准考证号登录考试系统，进入设备调试界面。请考生在“听音测试”界面点击“开始试音”按钮检查耳麦听音是否正常；在完成试音后，点击“下一步”进入“录制测试”界面，点击“开始录制”、“结束录制”、“回放视频”按钮调试摄像头位置和检查耳麦听录是否正常，如不能正常使用可举手示意。调试结束后，请考生点击“下一步”进入等待考试开始界面。

2、答题

考生答题无需进行其他操作，均由系统自动切换；

注意：考生只能按试题顺序进行答题，不可选题，离开当前试题后将无法返回作答。

考生答题时，需保证整个考试录像过程中，头部位于视频窗口正中央，不得遮脸，也不可将头部置于视频窗口侧面或角落。

三、中山纪念堂



四、西汉南越王博物馆



现场考试内容

一、景点讲解提问

1. How does “Danxia” landform form in Shaoguan?

Geological studies show that, twenty-five million years ago, this place was a vast expanse of a low-lying lake. Later, movements of the earth’s crust made it rise above the ground and the water receded away, thus turning it into a mountain and the former sediment at the bottom of the lake gradually oxidized and became red rocks.

1. 韶关的“丹霞”地貌是怎样形成的？

地质研究表明，二千五百万年前，这个地方原是一片低平的湖泊，后来因地壳运动的作用，地面上的湖水尽退，形成了高耸的山峰；原来湖底的沉积物受到氧化作用，变成了红色的岩石。

2. Who named such kind of red-rock land configuration Danxia Land-form?

In the 1930s, Professor Chen Guoda of the Sun Yat-sen University made an intensive investigation and study of the geomorphic features of the Danxia Mountain and other red-rock mountains in South China. He denominated this kind of red-rock land configuration the “Danxia Landform”, which was soon approved and universally adopted by the academic circles, thus making the mountain’s name Danxia a nomenclature of geology.

2. 是谁将红色砂石的地貌命名为“丹霞地貌”？

二十世纪 30 年代，中山大学教授陈国达对丹霞山及华南地区的红石山地作了深入的研究之后，将这一类红色砂石的地貌命名为“丹霞地貌”，并很快被学术界接受并采用；此后世界上凡是由红色砂砾岩构成、以赤壁丹崖为特征的地貌均被称为丹霞地貌。

3. Why is the sight of the rocks beyond the Jinjiang River named "The Elephant Crossing the River?"

Those rocks appear to be a herd of elephants wading across the river and coming up to us. Their trunks, tusks, ears and eyes are all lifelike. So, this sight is named “The Elephants Crossing the River”.

3. 为什么在锦江的那些山峰景观被命名为“群象过江”呢？

那些山峰就像一头头大象正要跨越锦江向我们走来，象鼻、象牙、象耳、象眼形神俱备；所以，这一景就叫“群象过江”。

4. Why is the sight at the hill looking from the Yangyuan Bridge to your right in the distance named “the beautiful girl blocking the river”?

Please look to your right at the hill in the distance. It looks as if a young girl is lying down to sleep: From right to left, the outlines of her head, her neck, her chest and her belly are all clearly discernible. So, this sight is called “The Sleeping Belle” or “The Beautiful Girl Blocking the River”.

4.为什么从阳元大桥看过去在你右边远处的那座山被命名为“玉女拦江”?

请看你右边远处的那座山，它就像一个入睡的少女，从右到左是头部，颈部，胸部和腹部，轮廓分明；故此景叫“睡美人”或“玉女拦江”。

5. Please say something about the Yangyuan Hill on the Danxia Mountain?

This hill is called Yangyuan Hill, meaning “The Hill of Male Sex”. It is so named because the stone column here is the very image of man’s external genitals. According to geological studies, this stone column was a part of the cliff and it is over three hundred thousand years since Mother Nature severed it from the mountain body and carved it into this shape. In the old days, men were regarded as superior to women and people often prayed for having more sons to carry on their family name; therefore, this stone column was highly worshiped by the pilgrims.

5. 请说说韶关丹霞山上的阳元山?

这座山叫阳元山，即“雄性之山”。这根石柱叫阳元石，高 28 米，直径 7 米，酷似男根；阳元山因此得名。据专家考证，阳元石原为山体石壁的一部分，大自然的鬼斧神工把它从山体中分离出来并雕琢成这个样子，至今已有 30 万年了。旧时人们都祈求家族男丁兴旺、子孙绵延，所以此石常受人膜拜。

6. What titles have been honored to Kaiping Diaolou?

Kaiping Diaolou has been hailed as "a Typical Works of the Overseas Chinese Culture", and the "World Architectural Art Museum", which is listed by the Chinese State Council as a key cultural relic protected by the state. Its total number amounted to 3,300 in the peak years and now the registered number are 1833, and twenty of the better ones are inscribed on the World Heritage List by UNESCO.

6. 开平碉楼被授予哪些荣誉头衔?

开平碉楼被誉为“华侨文化的典范之作”、“世界建筑艺术博物馆”。是国务院公布的国家重点文物保护单位。开平碉楼在鼎盛时期达 3300 多座。目前，登记在册的有 1833 座。开平碉楼是国务院公布的国家重点文物保护单位。而较好的二十座被列入联合国教科文组织的世界遗产名录。

7. What are the three forms of watchtowers in Kaiping?

These buildings take three forms: communal tower jointly built by several families for use as temporary refuge, residential tower built by individual rich family and used as fortified residence, and watch tower for guarding against bandits.

7. 开平碉楼有哪三大类?

这些建筑有三种形式: 有用作家族居住的居楼、村人共同集资兴建的众楼以及主要用于打更放哨防匪的更楼三大类。

8. Please say something about the structure and the decoration of the Diaolou structure in Zili Village.

Among them the Mingshilou is the best of all. Built in 1925, it is a 5-storeyed reinforced concrete structure, with a hexagon observation pavilion on the top and a blockhouse built on the outside walls at each of the four corners on the fifth floor. This huge and imposing tower is installed with heavy iron doors and strong iron windows, and is luxuriously decorated and well furnished.

8. 请说说自力村碉楼的结构与装修。

其中最精美的碉楼是铭石楼, 建于 1925 年, 是钢筋混凝土结构的居楼。楼高 5 层, 顶部正中有一中西合璧的六角形瞭望亭, 第五层四角均建有角堡 (又名“燕子窝”)。铭石楼楼身宽大, 外形壮观, 有厚重的铁门和坚固的铁窗, 内部陈设豪华, 生活设施齐全。

9. Why did the American Chinese, Xie Weili name his garden “Li Garden”?

The garden's name “Li” (立) was derived from the name of its owner and it gives expression to the meaning of a Chinese idiom Xiu Shen Li Ben (修身立本), which is written on an archway in the garden, meaning that cultivating one's moral and character is the key to success in one's life and work. This idea of the owner's is also embodied in many other inscriptions and couplets written in the garden.

9. 为什么美籍华人谢维立把他的花园取名为“立园”?

花园的名字“立园”来源于它的主人, 它清楚地表达了一个中国成语的意义“修身立本”。此名字被写在花园的拱门上, 意思是处世兴家的根本在于自身的修养。园主的这种立意也体现在园中其他许多碑文和对联上。

10. Why can we say the residential buildings in Li Garden are combinations of Chinese and Western architectural elements?

The residential buildings in the villa area are also combinations of Chinese and Western architectural

elements. While their main structures are foreign-styled, some are roofed like a Chinese palace, and inside they are decorated and furnished with both Chinese and foreign artifacts: Western fireplace and pendent lamps, Italian ceramic tiles, Chinese wooden furniture, wall paintings depicting Chinese folk stories, Chinese gilded wood-carvings etc.

10.为什么我们说立园的住宅建筑是中西建筑元素的组合?

别墅的楼顶按照中国宫殿式的建筑风格;而楼身却采用了西式建筑风格,楼内的楼梯和地面、墙壁装饰也是中西结合。如西式壁炉、吊灯,意大利瓷砖、中式的酸枝家具,民间故事壁画,涂金木雕等。

11. Why did Sun Yat-sen quit his illusions about the Qing government and decided to overthrow it?

China's defeats by foreign invaders and the corruption and incompetence of the Qing government intensified his patriotic indignation. He decided that the Qing court was rotten to the core and must be overthrown and replaced by a democratic republic.

11. 孙中山为什么放弃对清朝政府的幻想,并决定推翻它?

中国被外国侵略者打败和清政府的腐败无能加剧了他的爱国的愤慨。他决定,清廷是坏透了,必须推翻,取而代之的是一个民主共和国。

12. When and where did Sun Yat-sen found China's first political party?

In 1905, Sun Yat-sen went to Japan, where he founded China's first political party called "China Revolutionary League" (the Tong Meng Hui), which later developed into the Nationalist Party (the Guomintang).

12. 孙中山于何时,何地建立了中国第一个政党?

在1905年,孙中山到日本,在那里他创立了中国第一个政党称为“中国革命联盟”(同盟会),后来发展成为国民党。

13. What do you know about the great architect who designed Sun Yat-sen Memorial Hall?

The magnificent Sun Yat-sen Memorial Hall was designed by a young Chinese architect, by the name of Lu Yanzhi, who was born in Tianjin, graduated from the Qinghua University in Beijing and later studied architecture in the Cornell University in the USA. He died of lung cancer in 1929, at the age of 36, before the construction of the hall was completed.

13. 请你简要介绍中山纪念堂的设计师。

中山纪念堂由中国近代杰出的建筑师吕彦直先生设计。吕彦直出生在天津，北京清华大学毕业，后赴美国康奈尔大学学习建筑，1929年在纪念堂落成之前因患肺癌病逝，时年仅36岁。

14. What are the features of Sun Yat-sen Memorial Hall in terms of appearance and technique?

The Sun Yat-sen Memorial Hall is an octagonal palace-like reinforced concrete structure, 58 meters high with a floor space of 12 thousand square meters. It looks like a traditional Chinese palace in appearance but was constructed with modern architectural technique.

14. 中山纪念堂的外观和技术有什么特色?

中山纪念堂是一座八角形的宫殿式钢筋混凝土建筑；在外形上具有中国传统建筑艺术风格，在结构上则采用了当时最新的建筑技术。纪念堂的主体建筑高58米，建筑面积1.2万平方米。

15. What modern architectural techniques were used in constructing Sun Yat-sen Memorial Hall?

Thanks to the ingenious designing of the architect, the acoustics of the hall are excellent and there is no pillar to obstruct spectators' view because the eight pillars sustaining the four long-spanned steel trusses supporting the huge domed roof are hidden in the walls.

15. 请问设计师采用了哪些现代建筑技术来建造中山纪念堂?

由于设计师的巧妙设计,大厅的音响效果非常好,没有柱子遮挡观众的视线,因为支撑着扛起巨大圆顶屋顶的4个大跨度的大型钢桁架的八根大柱子都巧妙地隐藏在墙内。

16. Please tell us about the owner of Nanyue King's tomb.

The tomb owner, Zhao Mo by name, who styled himself "Emperor Wen" and was the second king of the Nanyue Kingdom, being on the throne for 16 years in 137-122BC.

16. 请介绍一下南越王墓的墓主。

墓主赵昧是南越国第二代王，汉武帝建元四年继位，称文帝，在位16年（公元前137—122年）。

17. Where did the archaeologists excavate the ruins of the Nanyue King palace?

The archaeologists have excavated on trial 500 square meters of the ruins of the Nanyue King palace in the original site of Guangzhou's Children's Park.

17. 考古工作者在哪里发掘了南越国宫殿遗址?

考古工作者在广州原儿童公园东边试掘出约500平方米的南越国宫殿遗址。

18. Which is the only extant emperor's seal left over from the Qin and Han dynasties?

The gold seal of Emperor Wen unearthed from the Nanyue King's tomb is the only extant emperor's seal left over from the Qin and Han dynasties.

18. 哪个金印是我国考古发掘出土的第一枚帝印？

南越王墓出土的“文帝行玺”金印是我国考古发掘出土的现存唯一的秦汉皇帝印章。

19. Of the weapons unearthed from the Nanyue King tomb, what kind of background can we know about the copper dagger-axe engraved with an inscription?

Of the weapons unearthed from the Nanyue King tomb, one copper dagger-axe is engraved with an inscription “王四年相邦张义”, from which we can know that this dagger-axe was made under the supervision of Zhang Yi during the reign of King Hui in the Qin and brought to the South.

19. 南越王墓出土的兵器中，我们了解到刻有铭文的铜戈什么背景？

南越王墓出土的兵器中，其中一把铜戈上刻有“王四年相邦张义”的字样，说明此戈是秦惠王时由张仪监造、从秦带入南越的。

20. In the Nanyue King's tomb, how many persons were found buried alive with the dead? Who was in the front chamber? Who was in the outer coffin?

In the Nanyue King's tomb, fifteen persons were found buried alive with the dead: one in the front chamber, who was perhaps a eunuch; and one in the outer coffin, probably a cart-driver

20. 在南越王墓中，有多少具殉人？在前室的是谁？在外藏椁中的是谁？

南越王墓中共发现 15 具殉人。前室一具，身份是“景巷令”；另一具在外藏椁中，可能是车夫。

21. What are the functions of the Chen Family Temple?

Chen Family Temple is used as a place of their clannish activities on special occasions as well as a shrine for offering sacrifices to their common ancestors. Otherwise, it is called Chen Clan Academy, for it was also a school for children of the Chen families.

21. 陈家祠有那些功能？

陈家祠用以供奉他们的共同祖先，并作为他们在喜庆或其他场合进行宗族活动的地方。陈家祠又名陈氏书院，又是陈氏子弟读书求学的学堂。

22. Why is Chen Family Temple known as "the Pearl of Lingnan Artistic Architecture"?

Chen Family Temple is Known as "the Pearl of Lingnan Artistic architecture", because the temple structure itself is a comprehensive expression of the exquisite Guangdong folk arts and crafts. Hence, in 1959, it was converted into the Guangdong Folk Art Museum.

22. 为什么陈家祠被誉为“岭南艺术建筑明珠”？

在建筑装饰艺术上，陈家祠集广东民间工艺之大成，被誉为“岭南艺术建筑明珠”，故 1959 年辟为广东民间艺术博物馆。

23. Please explain the stone drums at the main entrance of Chen Family Temple.

The stone drums at the main entrance are a symbol of social status of the Chen family. In the feudal society of the Qing Dynasty, people could place a pair of drums in front of their house only when someone in their family had been conferred an academic degree of (or higher than) ‘jinshi’, a title given to the successful candidates in the imperial examination.

23. 请介绍一下陈家祠正门外两侧的石鼓。

正门外两侧的石鼓为门第的象征。在封建旧中国，只有当某家族中有人在科举中取得进士以上的名次时才能在其宅第前安放大鼓。

24. Please explain “the Advent of Good Fortune” of Chen Family Temple.

This is an inverted Chinese character for “happiness” or “good fortune” — It is on the reverse side of the wood-carving and so is placed the other way round. The Chinese word for “inversion” and the word for “advent” are homophones of each other, so an inverted character for “good fortune” implies “the advent of good fortune” or “the coming of happiness”.

24. 请解释一下陈家祠的“福到”图（背面的“福”字）。

这也是一个“福”字，一个左右倒置的“福”字。中文里“倒”与“到”同音，故倒置的“福”字表示“福到”。

25. Please explain Sacrificial Offerings to Ancestors of Chen Family Temple. (the choicest fruits in Lingnan Area)

At the tops of the balusters are carved several kinds of fruit that abound in South China: peach, star-fruit, papaya, lychee and so on. They are symbolic offerings to the Chen family’s ancestors.

25. 请解释一下陈家祠“岭南佳果”供品。

平台的栏杆柱顶端分别雕有各种岭南佳果，如蟠桃、洋桃、木瓜、荔枝等。这是陈氏族向他们的祖先供奉的象征性的供品。

二、导游规范服务

(QUESTIONS AND ANSWERS ON NORMAL SERVICES OF TOUR GUIDES)

1. What are the main points that the local guide must try to make sure when reading the tour plan of the group in order that he would not miss meeting the group or fail to meet a group at the airport, train station or any other ports?

The local guide must pay attention to the following points:

- (1) The name and telephone number of the tour operator of the domestic tour organizer travel service.
- (2) The number of people in the group and the name, sex and occupation of the tourists.
- (3) The arrival time and the place of the plane or train that the group is going to take.
- (4) For an inbound tourist group, he must also know the name of the overseas tour organizer travel service, the name or code of the group, the name of the tour escort, the language they speak, nationality and religious belief of the tourists and the entry and exit cities of the group.

1.为了避免接团时发生误接、漏接和空接，地陪在阅读接待计划时应弄清哪些内容？地陪必须注意以下几点：

答：（1）国内组团社联络人和全陪的姓名及电话号码；

（2）旅游团成员的人数、性别、姓名和职业；

（3）团队抵达本地时所乘的交通工具的班次、时间和接站地点；

（4）接待入境团时还要了解客源地组团社和领队的名称、旅行团的外语名称或代号、游客的国籍、语言和宗教信仰以及旅行团的入（出）境地点等。

2. What are the main points that the local guide of an inbound tourist group must get to know about the transport tickets for the group?

In regard to transport tickets for the group, the local guide must try to get the answers to the following questions:

- (1) Have the group's transport tickets for the next destination been booked according to schedule or have they been changed? And, has the changed booking been confirmed?
- (2) Are there any return tickets for the group?
- (3) Do the tourists hold international air-tickets for domestic flight?
- (4) Whether their return tickets have been reconfirmed.

2. 接待入境团的地陪应从哪几方面掌握交通票据的情况？

答：（1）团队往下一站的交通票是否按计划订妥、有无变更以及更改后的落实情况；

- (2) 是否有返程票；
- (3) 是否有国内段国际机票；
- (4) 他们的返程机票是否已重新确认好。

3. In what ways must the local guide make preparations for conducting a group in respect to language and knowledge?

(1) Before the group arrives, the local guide must familiarize himself with the explanatory materials on the places that the group is going to visit. For an English-speaking guide, he must also make preparations for the English way of expressing himself.

(2) For a tourist group that is composed of people in a special trade, the local guide must try to acquaint himself with the knowledge and technical terms of their specialty.

(3) In addition, the local guide must be well prepared for questions about hot talks of the town, important news at home and abroad and any other subjects that the tourists may be interested in.

(4) If the local guide himself is new to the places to be visited by the group, he must try his best to familiarize himself with them beforehand.

3. 地陪上团前应如何做好语言 and 知识方面的准备？

答：(1) 根据接待计划上确定的参观游览项目，做好讲解内容的准备,外语导游还要做好语言表达上的准备；

- (2) 接待有专业要求的团队，要做好相关专业知识、词汇的准备；
- (3) 作好当前的热门话题、国内外重大新闻、游客可能感兴趣的话题等方面的准备；
- (4) 对自己不熟悉的景点应事先设法作详细了解。

4. While meeting an inbound group in the airport or train station, how can the local guide make sure that the group he is meeting is the very one he should meet?

The local guide must make certain that:

(1) The local guide must ask the tourists what country they come from and inquire of them about the names of their tour escort and their national guide, the name of the travel service in their own country and the name of the tour organizer travel service in China.

(2) If the group has neither escort nor national guide, he must inquire of the tourists their nationality, the name or code of the group, and the number of people and the main itinerary of the group.

4. 接待入境团的地陪在机场或车站接团时，应如何确认某一团队是否是自己应接的团？

答：(1) 应问清该团来自哪个国家（地区）、客源地组团社和国内组团社的名称、领队和全陪的姓名等；

(2) 如该团没有领队和全陪，地陪应与该团成员核对团名、团号、国别及游客人数、姓名并核实其主要行程。

5. Try to make a welcome speech to a tourist group in the name of a local guide. The following points should be included:

(1) According the tourists a welcome for their visit to your city on behalf of your travel service, the driver and yourself;

(2) Introducing yourself and the travel service you work for;

(3) Introducing the driver;

(4) Expressing your willingness and desire to render good services to the tourists;

(5) Wishing the tourists a pleasant stay in your city.

5. 试以地陪的身份对旅行团致一段规范的欢迎辞。

答：要求包括以下内容：

(1) 代表所在接待社、司机及本人欢迎客人的光临；

(2) 介绍自己的姓名及所属单位；

(3) 介绍司机；

(4) 表示提供优质服务的诚挚愿望；

(5) 预祝游客旅游愉快。

Reference Example:

A Local Guide's Welcome Speech (For Reference)

Good morning, ladies and Gentlemen:

Welcome to Guangzhou! My name is ... Our driver's name is ... I work for Guangzhou China International Travel Service, and we two have the pleasure of being your guides during your stay in Guangzhou (or we are very glad to be with you during your visit to our city). I expect that this is the first trip to Guangzhou for most of you. We'll do our best to make your stay here enjoyable, restful and comfortable, so please feel free to let us know whatever complaints you may have about our work or the hotel service, or whatever, so we can improve in good time. We look forward to your cooperation. Wish you enjoy your tour in our city and have fun.

参考示例:

地陪欢迎词 (仅供参考)

女士们,先生们: 早上好!

欢迎来到广州, 我的名字是 xxx, 我们的司机的名字是 xxx。我是中国国际旅行社广州分社的导游,

在你们逗留期间我们俩很荣幸做你们的导游(或我们非常高兴在你们访问我们的城市期间能与你们在一起)。我估计这次是你们的大多数人第一次广州到广州来吧。在你们逗留广州期间我们会尽力让你们在这里过得愉快、休闲与舒适。因此如有任何关于我们工作或酒店服务等方面的不满意,请不要介意告诉我们。这样我们便可以及时改进。我们期待着你们的合作。愿你们享受这里的旅游,同时玩得开心。

6. What things should be mentioned when the local guide is telling the tourists the general conditions of his city?

When giving the tourists a general idea of the city, the local guide should refer to such things as:

(1) The city's climate, population, administrative divisions, social life, cultural tradition, special products and its history.

(2) In the meantime, he should take occasion to tell the tourists something about the city's developments in economy and municipal construction as well as the streets and important buildings along the way.

6. 地陪在向游客作当地概况介绍时, 应包括哪些内容?

答: (1) 介绍当地的概况应包括气候条件、人口、行政区域划分、社会生活、文化传统、土特产品、历史沿革等;

(2) 还要适时介绍当地的市貌、发展概况及沿途经过的重要建筑物、街道等。

7. How can the local guide keep in touch with the tourists after the group has checked in at the hotel?

The local guide must write down all the room numbers of the group, especially those of the tour escort and the national guide. He should also tell the tour escort and the national guide his own room number and telephone number so that they may reach each other in time of need.

7. 在游客入住酒店后, 地陪应如何保持与旅行团的联系?

答: 地陪要掌握领队、全陪和团员的房间号, 并将与自己联系的办法如房间号、电话号码等告诉全陪和领队, 以便有事时尽快联系。

8. What should the local guide do if the tour escort or the national guide proposed to make a minor change or add a new item to the sightseeing program?

(1) The local guide should report the matter to the travel service leadership and try his best to arrange it if their proposal is reasonable and feasible.

(2) If an extra charge must be made for the added item, he must let them know in advance and must

collect the money at the set price.

(3) If it is difficult or impossible to meet their demand, he must give them a clear explanation and patiently persuade them to follow the original program.

8. 当领队或全陪对接待计划提出小的修改意见或增加新的游览项目时，地陪应如何应对？

- 答：(1) 及时向旅行社有关部门反映，对合理又可行的要求，应尽量予以满足；
(2) 对需要加收费用的项目，地陪要事先向领队或游客讲明，按有关规定收取费用；
(3) 对确实无法满足的要求，地陪要详细解释，耐心说服。

9. In what way should the local guide collect the checked luggage of the group that has just arrived?

(1) When the group has arrived, the local guide should help the tourists get their luggage together at a designated place and remind them to check and make sure that their bags are all in good condition.

(2) Together with the tour escort and the national guide, he should count to get the right number of pieces and then hand them over to the luggage man of the local travel service through necessary procedures.

(3) If something is missing or damaged, he should help the owner to approach departments concerned to report and register the loss or claim compensation for the damaged.

9. 有托运行李的旅行团抵达本地后，地陪应如何清点行李？

答：(1) 地陪应协助本团游客将行李集中放在指定位置，提醒游客检查自己的行李物品是否完整无损；

(2) 与领队、全陪核对行李无误后，移交给行李员，双方办好交接手续；

(3) 若有行李未到或破损，地陪应协助当事人到有关交通部门办理行李丢失或赔偿申报手续。

10. What should the local guide remind the tourists to do when they are going to leave the bus for sightseeing?

On this occasion the local guide should advise the tourists to remember the model, color, number and special sign of the tour bus. He should also tell them where the bus will be parking and what time they will be leaving for the next destination.

10. 游客下车参观景点前，地陪应向他们交代哪些内容？

答：地陪要讲清并提醒游客记住旅行车的型号、颜色、标志、车号，以及停车地点、开车的时间等。

11. What are the main points that need the local guide's attention in regard to the travel

certificates of the tour escort and other tourists?

(1) Under normal conditions, the local guide should not keep the travel certificates of the tourists. If he needs to use them, he must return them to the tourists as soon as he has finished using them.

(2) On the day before the group leaves, the local guide should check his own belongings to see if he has kept any of the group's passports or other papers and, if any, should hand them back personally to their owners without delay.

(3) Some hotels request that the tour escort should leave his passport at the reception department when the group checks in at the hotel. In this case, the local guide must remind the tour escort to take it back when the group checks out to leave the hotel.

(4) When a foreign group is going to leave the country, the local guide should remind the tourists to check and make sure that they have their passports and Customs declaration forms readily available for examinations by the Customs and immigration officers. (They must not pack them into their bags to be checked.)

11. 在领队和游客的证件保管、使用方面，地陪应做哪些工作？

答：（1）一般情况下，地陪不应保管团队的旅行证件。如需使用游客的证件办理某项手续时，应在用完后立即归还游客；

（2）在离站前一天，地陪要检查自己的物品，看是否保留有游客的证件、票据等，若有应立即归还，当面点清；

（3）某些酒店在旅行团入住时，要求领队将其证件留在总台，地陪应在旅行团离店时提醒领队取回自己的证件；

（4）入境团出境前，要提醒游客准备好护照和申报单，以便交边检站和海关检查。

12. How can the tour guide ensure that the tourists will not get lost?

To prevent the tourists from getting lost, the tour guide must do a good job of the following:

(1) The local guide must request that the tourists should bear in mind the names of the local travel service and the hotel and the number of the tour bus, that they must not wander too far away from the group while it's moving on, and that they must not come back to the hotel too late if they leave the group to stay behind or when they go out of the hotel by themselves.

(2) During the sightseeing tour, the local guide should often announce the itinerary of the day so as to keep the tourists informed of such things as the route of the tour, the time and place for meals, the time and place to assemble and the parking place of the tour bus.

(3) The tour guide should stay together with the tourists all the time and frequently count the number of people in the group.

(4) The local guide, the national guide and the tour escort must closely cooperate in their work. While

the local guide leads the way for the group, the national guide and the tour escort should bring up the rear.

(5) The local guide's explanatory speeches must be interesting enough to attract the tourists' attention so that they would not wander away from the group.

12. 导游人员应如何预防游客走失?

答: (1) 导游人员要提醒游客: 记住地接社名称、车号、酒店名称, 团队行进时不要离团太远, 在外逗留或自行外出时回酒店不要太晚。

(2) 在参观游览过程中, 经常向游客预报行程并讲清用餐时间、地点, 游览线路, 集合时间、地点以及停车地点。

(3) 时刻与游客在一起, 经常清点人数。

(4) 地陪、全陪、领队密切配合; 地陪在前领路, 全陪、领队做好断后工作。

(5) 地陪要以精彩的讲解吸引游客。

13. What should the local guide tell the tourists when the group is going to check in at the hotel?

When the group is going to check in at the hotel, the local guide should tell the tourists where they can change their money, how to find the place for entertainment and the locations of the stores, public toilets and the Chinese and Western-food restaurants and so on. In addition, he should also make the tourists acquainted with matters deserving their attention while staying in the hotel.

13. 地陪在旅行团入住饭店时, 应向游客交代什么?

答: 地陪应向全团介绍酒店内的外币兑换处、中西餐厅、娱乐场所、商场、公共洗手间等设施的位置, 并讲清入住的注意事项。

14. What should the local guide do before, during and after meals in order that meals for the group could be properly arranged?

(1) Before meals, the local guide must check such things as place, time, number of diners and per capita price for the meals and particular requests of the tourists, and try to make sure that all these have been properly arranged.

(2) When the tourists are having their meals, the local guide should go, once or twice, around the dining-room to answer questions of the tourists and to supervise the service of the restaurant.

(3) After meals, the local guide must settle the bills strictly in accordance with the fixed per capita charge and the actual number of diners.

14. 地陪在团队用餐前、用餐时和用餐后要做好哪些工作?

答: (1) 用餐前, 地陪要提前对用餐地点、时间、人数、标准、特殊要求等逐一核实并确认;

(2) 用餐时，地陪应巡视团队的用餐情况一两次，解答游客在用餐中提出的问题，并监督、检查餐厅的服务质量；

(3) 用餐后，地陪要严格按实际用餐人数、标准与餐厅结账。

15. What is the right way for the local guide to deal with the recreational activity that is included or excluded in the group's scheduled program?

(1) If the activity is included in the group's itinerary, the local guide is duty-bound to accompany the tourists to attend it and make them acquainted with the performance.

(2) If it is not included in the group's itinerary, for instance, if the tourists ask to watch a theatrical performance at their own expense, the local guide can help them with such things as buying admission tickets or hiring a taxi but usually he has no occasion to keep them company.

(3) When the group is staying in a large place of recreation, the local guide should advise the tourists against separating themselves from the group. He must also keep an eye on the movement of the tourists and the condition of the surroundings so as to be prepared for any contingency.

15. 地陪应怎样安排好旅游团计划内和计划外的文娱活动？

答：(1) 如果是计划内的文娱节目，地陪应陪同前往，并介绍情况；

(2) 如果是计划外的文娱活动（如游客提出自费观看文娱演出或参加某种娱乐活动），地陪一般应予以协助，但通常不陪同前往；

(3) 当游客要去大型娱乐场所活动时，地陪应提醒游客不要走散，并留意其动向和周围的环境，以防不测。

16. What should the local guide do when the group is going to leave the hotel?

(1) When the group is about to leave the hotel, the local guide must collect all the heavy bags of the tourists for consignment if they have any. And, together with the tour escort, the national guide and the luggage man, he should check the number of pieces and the packing condition of the luggage at an appointed time.

(2) Under normal conditions, he should go through the check-out formalities before 12:00 noon.

(3) Before the group leaves, he should remind the tourists to pay the hotel bills and return the keys to the reception desk in case they should forget. When the tourists are all seated in the bus, he should carefully count the number of people and remind the tourists to check and make sure that they have nothing left behind in the hotel.

16. 旅行团离开当地饭店前，地陪要做好哪些工作？

答：(1) 集中交运行李。如旅行团有行李须交付托运，地陪要按商定好的时间与领队、全陪、行

李员一起清点行李并检查行李的包扎情况。

(2) 办理退房手续。如无特殊情况，地陪应在中午 12 点前办理退房手续；

(3) 集合登车。离开饭店前，地陪要询问游客与饭店的帐目是否结清，请游客将房间钥匙交回服务台；集合游客上车，等游客入座后，要仔细清点实到人数，提醒游客检查有无遗漏物品。

17. What should the local guide do when the sightseeing tour of the day is coming to an end and the tourists are all seated in the bus on the way back to the hotel?

(1) On this occasion, the local guide should review the sightseeing tour of the day, tell the tourists more in detail about what they have seen and answer their questions, if they have any.

(2) If the tour bus is not going the same way back to the hotel as it came out, the local guide should take occasion to acquaint the tourists with the sights passed by.

(3) Before the tourists get off the bus, the local guide should announce the program for the evening and for the next day, and tell them the time to leave and the place to meet.

(4) On arriving at the hotel, the local guide should remind the tourists to take all their belongings with them when they leave the bus.

(5) When the bus is parked, the local guide should be the first to get off the bus and stand at the door to say good-bye to the tourists while watching them getting off the bus.

17. 在结束一天的游览返回饭店的途中，地陪有哪些工作要做？

答：(1) 返回饭店的途中，地陪应回顾当天参观、游览的内容，必要时可补充讲解并回答游客的问询；

(2) 如旅行车不从原路返回饭店，地陪应作沿途风光导游；

(3) 在游客下车前，地陪要预报晚上或次日的活动日程、出发时间、集合地点等；

(4) 提醒游客带好随身物品；

(5) 地陪要先下车，照顾游客下车，并向他们道别。

18. What are the three “outposts” that a tourist group has to pass through before it enters a foreign country?

The three “outposts” refer to the check-posts of the three authority organs of the destination country, that is, the Customs, immigration and quarantine check-posts stationed at the city of entry to the destination country. (This means that, before the group is allowed to enter the country, it must go through all the checking and examination formalities of the Customs, immigration and quarantine authorities of the destination country.)

18. 旅行团进入旅游目的地国家时，需要过哪“三关”？

答：就是要办理有关入境的三项检查手续：卫生检疫、证件查验、海关检查。

19. How long before departure time must tourist groups arrive at the airport, train-station or pier so as to ensure that they will not lose the flight, train or ship?

In order that the tourist group will not risk losing the flight, train or ship, the tour guide must manage to ensure that his group will arrive at the airport, train station or pier at an earliest possible time. Specific requirements are:

- (1) If the flight is an international flight or is destined for a coastal city, the group must get to the airport 2 hours before departure time;
- (2) For domestic flight, 90 minutes before departure time;
- (3) For train and ship, one hour before departure time.

19. 为了避免误机（车、船）事故的发生，导游送团时在时间安排上要注意什么？

答：导游团送团时，应确保团队在飞机或车、船离站前抵达机场或车站、码头，具体要求是：

- (1) 乘坐出境航班或去沿海城市的航班，提前 2 小时；
- (2) 乘坐国内航班提前 1.5 小时；
- (3) 乘坐火车、轮船提前 1 小时。

20. On what principle must the national guide insist when discussing the sightseeing program with the local guide?

The national guide's duty is to ensure that the tour itinerary worked out by the tour organizer will be fully implemented by the tour executor travel service. So, ...

- (1) If the local guide suggests a change in the itinerary, the national guide must insist that the order of visits to places of tourist interest can be changed but none of the items in the program can be omitted. When occasion requires, he should report the matter to the tour organizer travel service.
- (2) In case the local guide proposes to add an item with extra charge, the national guide must get the common consent of the group before he agrees to the proposal.

20. 全陪在与地陪商定日程时，应掌握怎样的原则？

答：(1) 如果地陪修改日程，全陪应坚持“调整顺序可以，减少项目不行”的原则，必要时报告组团社；

- (2) 地陪推荐自费项目时，全陪要征求全体旅游团成员的意见。

21. What is the national guide required to do whenever the group arrives at a destination city?

Every time the group arrives at a destination city, the national guide is duty-bound ...

- (1) To acquaint the local guide with things in the group so as to help him with his work;
- (2) To supervise the service of the local travel company and, if he thinks necessary, put forward some suggestions;
- (3) To take care of the tourists to guard against any possible accidents and to solve problems arising from accidents, if any;
- (4) To give advice to the tourists when they are shopping;
- (5) And, to make contacts with people concerned, especially with the travel service in the next destination city, so that the group may travel smoothly.

21. 每到一个旅游目的地，全陪都要做好哪些工作？

- 答：(1) 全陪应向地陪通报旅游团的情况，并协助地陪工作；
- (2) 监督各地服务质量，酌情提出改进意见和建议；
 - (3) 保护游客的安全，预防和处理各种事故；
 - (4) 为游客当好购物顾问；
 - (5) 做好与下一站的联络工作。

22. What role does a national guide play in the tour activities, and what are his responsibilities?

The national guide is the representative of the tour organizer travel service. He must join the group throughout journey and take part in all its activities. His duty is to make the whole trip of the group well connected between destination cities along the route of the journey, to supervise the service of the local travel companies to ensure that the set itinerary for the group will be carried into effect, and to coordinate and harmonize the relations between the tour escort, the local guide and the driver.

22. 全陪在旅行团的旅游活动中充当什么角色？承担什么责任？

答：全陪是组团社的代表，应自始至终参与旅游团队的全程活动，负责旅行团行程中各环节的衔接，监督接待计划的实施，协调领队、地陪、司机等接待人员之间的关系。

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23. In what ways must the national guide supervise the shopping arrangements for the group and how should he help the tourists to do shopping?

(1) If the local guide has arranged too many times for the group to do shopping and if shopping has taken up too much of the time for sightseeing, the national guide must advise the local guide against the arrangements.

(2) When the tourists are shopping, the national guide should advise them to examine the price and quality of the articles they are thinking of buying so that they should not buy any inferior goods or fake products.

(3) When some foreign tourists have bought something valuable, especially antiques, the national guide should remind them to keep the receipts for Customs examination. For purchase of ready-prepared Chinese medicines or Chinese medicinal materials, he should tell them the relevant regulations of the Chinese Customs.

23. 全陪在旅行团购物时，应如何发挥监督与指导作用？

答：(1) 如地陪安排购物次数过多或延长购物时间，全陪要及时交涉；

(2) 购物时，要提醒游客注意商品的质量和价格，谨防假货或以次充好；

(3) 入境团游客购买贵重物品特别是文物时，要提醒其保管好发票以备出海关时查验；在他们购买中成药、中药材时，要向其讲清中国海关的有关规定。

24. What is the national guide required to do when the group has arrived in the hotel?

(1) When the group has arrived in the hotel, the national guide must take an active part in the work of checking in at the hotel.

(2) While the responsibility of assigning rooms to the group members is usually undertaken by the tour escort, the national guide must keep a rooming list of the group. He should also exchange room numbers with the tour escort so that they may reach each other in case of need.

(3) When the tourists have got their room numbers, the national guide should show them the way to their rooms.

(4) If the local guide is not staying in the hotel for the night, the national guide must take full responsibility of taking care of the group.

(5) In addition, the national guide should note down the telephone number of the hotel reception and must inquire of the local guide about the way of getting in touch with him in case of emergency.

24. 在旅行团抵达酒店时，全陪有哪些工作要做？

答：(1) 积极主动地协助领队办理旅游团的入住手续；

(2) 请领队分配住房，全陪要掌握住房分配名单，并与领队互通房号以便联系；

(3) 热情引导游客进入房间；

(4) 如地陪不住酒店，全陪要负起全责，照顾好旅行团；

(5) 掌握酒店前台的电话号码以及与地陪联系的办法，以备必要时联系。

25. What should the national guide do in order to supervise the service quality of the local travel agencies?

(1) If the sightseeing program in a city is much the same as those in the preceding cities, the national guide must suggest that the local guide should make some changes.

(2) He must frankly give his opinions to the local guide if he has any complaint about the service of the local tour company; for example, if the meals, hotel or tour bus arranged by the local tour company do not come up to the agreed standards, if the local guide deliberately cancel an item on the sightseeing program in an attempt to add another item for extra charge before he is authorized to do so, or if shopping has taken up too much of the time for sightseeing.

(3) If his efforts of talking to the local guide have no effect, he should refer the problem directly to the local travel service leadership or report the matter to the tour organizer if necessary.

25. 在监督各地服务质量方面，全陪应采取怎样的措施？

答：(1) 若某地的活动安排与前几站有明显重复，全陪应建议地陪作必要的调整；

(2) 若对当地接待工作有意见（如住房、餐饮、车辆达不到原协议的标准、地陪擅自减少取消旅游项目或收费加点以及过多安排购物等），要诚恳地向地陪提出。

(3) 如仍未改善，则直接向接待社提出，必要时向组团社报告。

26. What should the national guide of a foreign tourist group do when the group is about to leave the country?

(1) When a foreign tourist group's trip to our country is coming to an end and the group is going to leave the hotel for the airport or train station, the national guide should remind the tourists to check and make sure that they have all their belongings with them and have their travel certificates within easy reach.

(2) On the way to the airport or train station, he should earnestly ask the tourists for their comments or complaints on the tour.

(3) When the bus is arriving at the airport or train station, he should make a farewell speech to give thanks to the tourists for their cooperation and understanding and express his expectation for their return.

26. 在入境团即将离境时,全陪要做好哪些工作？

答：(1) 当旅行结束时，全陪要提醒游客带好自己的物品和证件；

(2) 征求游客对整个接待工作的意见和建议；

(3) 致欢送辞，对客人给予的合作表示感谢并欢迎再次光临。

27. Try to make a farewell speech to the tourists in the name of a national guide. The following points should be included in the speech:

(1) Reviewing the trip of the group and giving your thanks to the tourists for their cooperation.

(2) Expressing your friendliness to the tourists and your reluctance and regret to part with them.

(3) Inviting suggestions and opinions from the tourists.

(4) Offering apologies to the tourists if things on the tour were not going smoothly or if the tourists are

not satisfied with the service they have received.

(5) Expressing your good wishes to the tourists

27. 试以全陪的身份对旅行团致一段欢送辞。

要求包括以下内容:

(1) 回顾旅游活动, 感谢大家的合作;

(2) 表达友谊和惜别之情;

(3) 诚恳征求游客对接待工作的意见和建议;

(4) 若旅游活动中有不顺利或旅游服务有不尽如人意之处, 导游人员可借此机会再次向游客赔礼道歉;

(5) 表达美好的祝愿。

Reference Example:

A National Guide's Farewell Speech (For Reference):

Ladies and Gentlemen:

Your visit to China is now coming to an end. In the last 10 days, you have climbed up on the Great Wall, which is one of the eight wonders of the world and was once said to be the only man-made object on earth man could see from the moon; you have visited the home of the Ming and Qing emperors - the Forbidden City in Beijing; you have reviewed the guards of honor of the Qin emperor in Xi'an, I mean the 6000 terracotta figures of soldiers and horses dating back over 2000 years; you have feasted your eyes on the beautiful karst scenery in Guilin, and you have just tasted the best Chinese food in Guangzhou... Anyway, you have got an idea of how China looks like. But China is a big country with a vast territory of 9.6 million square kilometers, with a population of 1.3 billion and a recorded history of nearly 5000 years. A 10-day visit to China, as a Chinese idiom goes, is just like a hurried journey of dragonflies, skimming the surface of the water looking for food. Therefore, you should come again if you want to get a better understanding of the country. I look forward to seeing you again in China in the near future.

However, I know it is time you went home and rejoined your family. On this occasion before your immediate departure, I should say I've got a very nice group of very nice people and it's been my pleasure staying with you over the last 10 days. I understand that the tour may be not a satisfaction to you all and our work leaves much to be desired, so any comments or complaints from you will be much appreciated.

Friends, yours has been such a nice group that I hate to say good-bye to you and so I say "See you again!" Take care everybody and I wish you a pleasant journey home!

参考范例: 全陪告别词 (仅供参考):

女士们,先生们:

你访问中国现在即将结束。在过去 10 天里,你们登上了长城,万里长城是世界八大奇迹之一,据说曾经是从月球上能看到的地球上唯一的人造物体。你们访问了明朝和清朝皇帝的家——北京紫禁城;你们检阅了秦始皇帝在西安的仪仗队,我的意思是那追溯到 2000 多年前的 6000 多秦兵马俑;那美丽的桂林喀斯特风景令你们一饱眼福;你们刚刚还在广州品尝了最好的中国菜……。总之,我想中国是怎么一个样子你们已经有了一定的了解。但是,中国是一个大国,地域辽阔,有着 960 万平方公里国土,人口 13 亿,承载了近 5000 年的历史。为期 10 天的访问中国就像中国的成语--“蜻蜓点水”。因此,如果你们能够再来你们将会对这个国家有更好的理解。我期待着在不久的将来在中国再次见到您。

然而,我知道这该是你们回家与家人团聚的时间了。在你们即将离开的时刻,我应该说我接待了一个很好的团和一群很好的人。这是我的荣幸和你们一起度过了过去的 10 天。我知道这次旅游不能令你们所有人都满意你,我们的工作还有很多不尽如人意的地方,所以你们对我们如有任何的意见或投诉,我们将会不胜感激。

朋友们,你们是这么好的一个团,我真的很不想与你们说再见,所以我只能说“再见到你!”大家保重,祝你们归途愉快!

28. In what manner must tour guides behave before the excessive demands and critical remarks of the tourists?

Before the excessive demands and critical remarks of the tourists, the tour guide must keep calm and behave reasonably and politely.

(1) First, they should have the patience to listen to the tourists and must not interrupt them to assert that their demands are unreasonable, or just find an excuse for refusal.

(2) Second, they should keep smiling all the time and must not talk back to the tourists or become impatient the moment he hears something displeasing to the ear.

(3) Third, they should have the patience to explain to the tourists why it is impossible to satisfy their demands even if they are reasonable, and must not flatly refuse them simply by saying “No, it is impossible!”

28. 面对游客的苛求和挑剔,导游人员应如何应对?

答:(1) 要认真倾听,不要没有听完就指责游客的要求不合理或胡乱解释;

(2) 二要微笑对待,不要一听到不顺耳的话就表示反感还恶语相向;

(3) 三要耐心解释,对合理的但不可能办到的要求,要耐心地、实事求是地进行解释,不要以“办不到”一口拒绝。

29. What kind of relationship should be maintained between the tour guides and the tourists?

(1) The tour guides must bear in mind that they are the host and must behave as such. they should have the manner of being hospitable, courteous and thoughtful towards the guests.

(2) But the tour guides must not keep much too close a relation with the tourists. They should treat

people equally and must not favor one and be prejudiced against the other. They must never tell tales among the tourists, nor must he get involved in the disputes between them.

29. 在带团的全过程中，导游人员与游客之间应保持怎样的人际关系？

答：（1）导游人员要记住自己是主人。要有主人热情好客的态度，要有主人的度量，对游客礼让三分。

（2）导游人员不要与游客过分亲近；不介入旅行团内部的矛盾和纠纷，不在游客之间搬弄是非；对待游客要一视同仁，不厚此薄彼。

30. How are tour guides to assist foreign tourists to meet with people in China?

When the foreign tourists in a group of a special trade are scheduled to meet with their Chinese counterparts, the tour guide is duty-bound to act as an interpreter. If another interpreter is appointed, he can just sit aside and listen quietly. In case the tourists want to meet with their friends or relatives in China, the tour guide can help them with arrangements, but usually he is not necessarily responsible for interpretation.

30. 导游人员应如何协助、安排入境游客的会见活动？

答：（1）当游客（主要是专业旅行团）会见中国方面的同行或负责人，必要时导游员可充当翻译；若另有翻译，导游员可在一旁静听。

（2）若游客要会见在华亲友，导游员应协助安排，一般情况下没有充当翻译的义务。

31. What must the local guide do before setting out to meet the tourist group in order that the tour bus for the group may be properly arranged?

In order to make sure that the tour bus for the group is properly arranged, the local guide must:

(1) Call the tour bus company to inquire about the model and number of the bus and the name and telephone number of the driver, and then ...

(2) Get in touch with the driver to decide when and where they shall meet and, at the same time, tell the driver the itinerary and sight-seeing program of the group.

31. 地陪在接团前应如何落实旅游车辆？

答：（1）与车队联系，确认车型、车牌号和司机姓名及电话；

（2）与司机确定接头地点并告知活动日程和具体时间安排。

32. What articles should the local guide get ready for conducting a tourist group?

Before setting out to meet the group, the local guide should get the following things ready for use in conducting the group: adequate copies of tourist maps or brochures and admission tickets according to the number of people in the group, vouchers or cash for payments for meals or other expenses, tour plan of the group, tour guide's identity certificate, sign board and flag of his travel service and so on.

32. 地陪上团前应准备好哪些物品？

答：上团前，按照人数领取导游图、门票、用餐结算单和费用，带好接待计划、导游证 IC 卡、本社社牌、导游旗、接站牌等必备物品。

33. What should the local guide do when the group is on the way to a tourist attraction?

When the group is on the way to the tourist resort for sight-seeing, the local guide should ...

- (1) Announce to the tourists the sight-seeing program of the day;
- (2) Take occasion to make the tourists acquainted with the sights passed by; and ...
- (3) Give them a general description of the place they are going to visit.

33. 在旅行团前往景点参观的途中，地陪应做些什么？

答：(1) 重述当日的活动安排；
(2) 做好沿途风光导游；
(3) 扼要介绍景点的情况。

34. What should the local guide tell the tourists when they are gathering in front of the sketch map of the tourist resort? (20)

(1) On this occasion, the local guide should illustrate to the tourists the route of their procession, tell them how long they will stay and at what time and what place they shall meet to leave for the next destination.

(2) In the meantime, he should make clear other matters deserving their attention while visiting the place.

34. 在景点示意图前，地陪应向游客交代什么？

答：(1) 讲明游览路线、所需时间、集合时间和地点等；
(2) 讲清游览参观过程中的有关注意事项。

35. What should the local guide tell the tourists when they are having an elaborate dinner of typical local dishes?

On this occasion, the local guide should try to make the tourists acquainted with the famous local dishes, their ingredients, ways of preparation and serving, eating, and the stories relating to them, if any.

35. 在风味餐宴上，地陪要向游客介绍什么？

答：地陪要向游客介绍风味名菜的选料、烹制，有关典故及其吃法。

36. What is the right manner for the national guide to deal with the conflicts between the tour escorts and the group members?

- (1) The national guide must not inquire deeply into the details of their conflict.

- (2) He must not get involved in their disputes by stating his view to favor one side against the other.
- (3) On the contrary, he must act as a peace-maker to mediate between them, if possible.

36. 领队与客人之间出现矛盾时，全陪应该怎么办？

- 答：(1) 全陪对他们之间的矛盾不宜寻根究底；
(2) 不宜发表自己的意见，不宜介入矛盾；
(3) 必要时可帮助协调他们之间的关系。

37. What should the national guide do to ensure that the tourists will be safe from accidents while they are sightseeing?

(1) When the group is doing sightseeing, the national guide should help the local guide with his work. He should keep a close watch on the surroundings and the movements of the tourists so as to guard against accidents and see to it that the tourists will not wander away from the group.

(2) He should often advise the tourists to stay safe from danger and remind them to take care of their personal belongings. If unfortunately an accident should happen, he must rely on the local travel service to handle it properly.

37. 在游览活动中，为了保护游客的安全，预防事故的发生，全陪要做什么？

- 答：(1) 在游览活动中，全陪要注意观察周围的环境，留意游客动向，协助地陪圆满完成导游讲解任务，避免游客走失或发生意外。
(2) 全陪要提醒游客注意人身和财物安全；如突发意外，应依靠地方领导妥善进行处理。

38. What should the national guides do when the group is traveling long distance (by plane, train or ship)?

(1) When the group is traveling long distance by plane, train or ship, the national guides must try to seek help from the crews of the plane, the train, and the ship, working together to ensure that the tourists will be taken good care of and will stay safe from danger.

(2) They should also remind the tourists to watch the safety of their own persons and their personal belongings.

(3) They must have their meals and recreational activities properly arranged and make sure that they can have a good rest on board.

(4) Keep safely the baggage checks and other documents such as plane tickets, train tickets and boat tickets, and hand them to the local guide when arriving at the next destination;

(5) When traveling on train, he should help the tour escort to distribute in advance the compartments and berths to the group members

38. 团队乘坐长途交通工具（机、车、船）时，全陪应做好哪些工作？

- 答：(1) 乘飞机（火车、轮船）时，全陪要积极争取民航、铁路、航运部门工作人员的支持，共同做好安全保卫、生活服务工作；

- (2) 在运行中，全陪应提醒游客注意人身和物品的安全；
- (3) 组织好娱乐活动，安排照顾好游客的饮食和休息；
- (4) 保管好行李托运单和飞机、车、船票等单据，抵达下站时将其交予地陪；
- (5) 乘火车旅行时，应事先请领队分配好包房、卧铺铺位。

39. What should the national guide do when the group is going to leave a city for the next destination?

(1) When the group's visit to a city is coming to an end, the national guide should consult the local guide to make sure that transport tickets for the next destination are confirmed and...

(2) Help the local guide and the tour escort with the necessary procedures for leaving the city.

(3) In the meantime, he must keep and take care of the transport tickets and luggage claiming tags of the group.

39. 在旅行团离开各地时，全陪应做好哪些工作？

答：(1) 提前提醒地陪落实离站的交通票据及离站的准确时间。

(2) 协助领队和地陪办理离站事宜。

(3) 妥善保管票证。

40. What should a tour guide prepare mentally before conducting tourist groups?

(1) A tour guide must get prepared to bear hardships and troubles. He not only must render a warm service to the tourists according to the routine working procedure, but must also be ready at all times to tackle any problems and accidents probably occurred in the course of the tour and to offer additional services to particular tourists.

(2) A tour guide must get fully prepared to endure grumbles and complaints. No matter how hard a tour guide tries to serve the tourists attentively, there would always be someone who finds fault to make complaints. So, the tour guide must get fully prepared for this and, when this happens, he must have enough of the patience and tolerance to proceed with his work without resentment and regret.

40. 导游人员在上团前，要做好哪些方面的心理准备？

答：(1) 准备应对艰苦复杂的工作。导游人员不仅要按照常规工作程序的要求向游客提供热情的服务，还要有为特殊游客提供服务以及在接待工作中发生问题或事故时去面对、去处理的思想准备。

(2) 准备承受抱怨和投诉。导游工作繁杂辛苦，有时导游人员已尽其所能热情周到地为旅游团服务，但还会有一些游客挑剔、抱怨、指责导游人员的工作，甚至提出投诉。对于这种情况，导游人员也要有足够的心理准备，冷静、沉着地面对，无怨无悔地为游客服务。

三、特殊问题的处理方法

(QUESTIONS AND ANSWERS ON WAYS OF SOLVING SPECIAL PROBLEMS)

1. What should the tour guides do when they discovered that an old man in the group is missing while they sightseeing in a tourist resort?

(1) In this case, the tour guides should first try to find out when and where he was missing and then the national guide and the tour escort should look for him separately, while the rest of the group should follow the local guide to proceed with the tour.

(2) If they failed to find him, they should apply to the nearby police station and the management of the tourist resort for help.

(3) In the meantime, they should call up the hotel to find out if the man has been back there.

(4) If not, they should phone to report the case to the local travel service and...

(5) They should get prepared to deal with possible problems arising from the event.

(6) Finally, they should write out a report on the event.

1. 某旅行团在景点游览时，发现少了一个老年游客，导游人员应如何处理？

答：(1) 了解情况，迅速寻找。一般是全陪、领队分头寻找，地陪带领其他游客继续游览。

(2) 向当地派出所和景点管理部门求助；

(3) 与饭店联系，询问该游客是否已回饭店；

(4) 向旅行社报告；

(5) 做好善后工作；

(6) 写出事故报告。

2. What should the tour guide do if someone in the group is suspected of suffering from an infectious disease?

(1) In this case, the tour guide must first try to find out the details of the patient's condition.

(2) And then, he should report the case to the local travel service and then to the quarantine and epidemic prevention departments.

(3) If they consider it necessary to do epidemiological examination, the tour guide should talk over the matter with the tour leader and persuade the patient to have his health checked and his blood serum tested.

(4) If the patient is proved to be infected with contagious disease, he must be isolated for treatment or other measures will be taken according to the requirements of the departments concerned.

(5) If the patient is a foreigner, he would be required to leave the country ahead of schedule. In this case, the tour guide must help him with the exit formalities.

(6) After the event, the tour guide should submit a written report to departments concerned, stating clear the details of the case and measures taken.

2. 某旅行团中有一游客患有传染病，导游员应如何处理？

答：（1）详细了解客人提供的情况及弄清患者的健康情况；

（2）向旅行社领导及当地防疫、卫生检疫机关汇报；

（3）如有关部门认为应对其进行防疫检查，应经领队和患者本人同意后，送患者到当地防疫站进行血清检验和检查；

（4）如查实确患传染病，应遵照有关部门意见进行隔离或采取其它措施；

（5）如患者是国外游客，应向患者及领队说明，按我国规定患者需提前出境，并帮其办理有关手续；

（6）将详细情况及处理经过以书面形式向有关方面汇报。

3. What would the tour guide do in case a tourist in the group suddenly has a heart attack?

(1) If the tourist is surely suffering from heart attack, the tour guide should immediately help him lie down on his back with his head cushioned to rise a bit, and ask his family member to feed him with the first-aid medicine he has brought with him so that his condition may improve.

(2) Then, the tour guide should call an ambulance to help or take the patient to the nearby hospital for treatment.

(3) In the meantime, he should ask the local travel service to send someone to help.

(4) When rescue treatment is in process, the local guide should ask the patient's family member to stay in the hospital.

(5) While the patient is staying in the hospital, the local guide should often come to visit. If the patient is a member of a foreign group, he should help him with such things as separating his visa from the group's collective visa, going through the formalities for leaving the hospital after his recovery and booking his home-bound transport ticket etc.

(6) Also, he must make good arrangements for sightseeing for the rest of the group.

3. 旅行团中有一个客人心脏病发作，地陪应如何处理？

答：（1）若证实是心脏病发作，应让病人就地平躺，头略高；让其家人取出备用药品让病人服用，以舒缓病情；

（2）马上叫救护车，或送病人到最近的医院；

（3）通知旅行社派人协助；

（4）医院抢救时，导游人员应要求病人亲属在场；

（5）地陪要不时去医院探望，若患者是入境团的客人，应帮助其办理分离签证、预订回国交

通票证等事宜；

(6) 地陪应安排好团队其他游客的活动。

4. What must the tour guide do if, by any chance, the tourists were robbed when they were on their own in the free time arranged?

In this case, the tour guide must do the following things:

(1) To dial 110 immediately to report the case to the police, stating clear the facts of the case, including when, where and how the robbery was, the features and appearance of the robbers, the names of the tourists and the tourist group, and the distinctive marks of the robbed articles.

(2) To report the case to the local travel service for directions.

(3) To pacify the tourists to proceed with the tour.

(4) To write out a report, stating clear the nature of the case, emergency measures taken and the opinions and demands of the victims

(5) To assist departments concerned to deal with problems arising from the event.

4. 旅游团安排自由活动，客人遭歹徒抢劫，作为该团导游员，要做哪几项工作？

答：(1) 立即报警：打电话 110 报案，介绍事故发生的时间、地点、经过，提供作案者的特征、受害者的姓名、团号、损失物品的名称、型号、特征等；

(2) 及时向旅行社报告，请求指示；

(3) 安定游客情绪；

(4) 写出书面报告，写明案件性质，处理措施、受害者的反映及要求；

(5) 协助有关部门做好善后工作。

5. When a group is checking in at the hotel, what precautions should the tour guide take, in case of fire, to evacuate quickly?

In order that, in case of fire, the tourists may quickly escape from danger, ...

(1) The tour guide must try and get to know beforehand the route of fire escape and locations of the fire exit and emergency staircase.

(2) He should bear in mind the fire emergency telephone number (119) and keep ready at hand the room numbers of the tour escort and all other tourists of the group.

5. 为了保证游客在火灾发生时能尽快疏散，导游人员在入住酒店时就要采取哪些防范措施？

答：(1) 熟悉饭店楼层的太平门、安全出口、安全楼梯的位置及安全转移路线，并向游客介绍；

(2) 应牢记火警电话（119），掌握领队和游客所住房间的号码。

6. Supposing the hotel suddenly caught fire and the fire scene is 2 stories below the floor where a tourist group is staying. In these circumstances, how should the tour guide of the group direct the tourists to save themselves?

At this critical moment, the tour guide must keep calm to make a sober judgment of the situation. The basic point of first importance is that, in case of fire, people must not try to escape by taking the elevator and in no case should they leap down from high up the building.

(1) If people caught fire on their clothes, they can roll on the floor or slap their bodies with heavy clothing to put out the fire.

(2) When people must pass through dense smoke areas, they must wrap their bodies and cover their mouths and noses with wet clothes and creep forward along the walls.

(3) If the room door is blocked by fire and people cannot run away, they must stop up the chinks of the door with soaked clothes or beddings and splash water to lower the temperature.

(4) At the same time, they must wave colorful clothes out of the window to call for help.

6. 饭店突然发生火灾，火场就在旅行团入住客房的下面两层，导游员应如何引导客人自救？

答：千万不能让游客搭乘电梯或随意跳楼逃生，导游人员要镇定地判断火情，引导大家自救：

(1) 若身上着火，可就地打滚或用厚重衣物压灭火苗；

(2) 必须穿过浓烟时，用浸湿的衣物披裹身体，捂住口鼻，贴近地面顺墙爬行；

(3) 大火封门无法逃出时，可用浸湿的衣物、被褥堵塞门缝并泼水降温，等待救援；

(4) 摇动色彩鲜艳的衣物呼唤救援人员。

7. What should the tour guide do if, by any chance, the tourists are poisoned by food? In case the tourists suffer food-poisoning ...

(1) The tour guide should tell the tourists to drink plenty of water and try to make them vomit so as to eliminate the toxins from their intestines.

(2) Then, he must take them immediately to the hospital for emergency treatment and ask the doctor for a medical certificate.

(3) In the meantime, he should report the case to the local travel service to fix responsibility on the restaurant.

7. 旅行团发生食物中毒事故时，导游人员应如何处理？

答：(1) 设法为中毒者催吐并让其多喝水排解毒性；

(2) 尽快将患者送医院抢救，请医生开具诊断证明；

(3) 报告地接社，追究餐厅责任。

8. The tourists of a group requested some time before meal that the Western-food meal reserved for them should be changed to Chinese food. What should the local guide do in answer to their request?

(1) If their request (for substitution of Chinese food for Western food) was made 3 hours before the meal, the local guide should approach the restaurant and try to meet their requirement as far as possible.

(2) If they asked for the change just before the meal, the local guide usually could refuse but must tell them why it could not be changed.

(3) If they still insisted in making the change, the local guide could suggest that they order the meal themselves at their own expense.

(4) Their request for additional dishes and beverage (in excess of the set price) could be granted provided they agreed to cover the extra charge.

8. 旅游团的客人临时提出将原订西餐换成中餐，地陪应怎样处理？

答：(1) 如游客在用餐前 3 小时提出换餐要求，地陪要尽量与餐厅联系，按有关规定办理；

(2) 若在接近用餐时才提出换餐，则一般不予接受，但导游人员应做好解释工作；

(3) 若游客坚持换餐，导游人员可建议他们自己点菜，费用自理；

(4) 游客要求加菜、加饮料等，应予以满足，但费用自理。

9. The local guide of a group just got to know, when he was going through the check-in formalities in the hotel, that some of the double rooms they reserved for the group had been replaced by triple rooms. How would you solve this problem if you were the local guide of the group?

(1) Lodging the tourists in triple rooms falls short of the requirements provided in the tour contract, so, if I were the local guide of the group, I must undertake the responsibility of changing them back to double rooms.

(2) First, I would take up the matter with the hotel management and request that they should try their best to spare enough double rooms for the group. If they were not able to help, I would try other hotels nearby.

(3) If all my efforts resulted in failure, I must make an apology to the tourists to seek their understanding, and promise them a suitable payment to make up the difference between the double and triple rooms so as to persuade them to make do with the triple rooms.

(4) For further compensation and apology, I could order a better meal for them or give them some souvenirs, and I should take care of them more attentively so that they would find satisfaction in being cordially treated.

9. 地陪在为团队办理入住手续时才发现，原来预订的部分标准双人房被三人房取代。如果你是

该团地陪，应如何处理？

答：（1）向客人提供的三人房，虽然床位没有减少，但实际是低于旅游协议中规定的双人房标准，地接社应负责予以调换；

（2）地陪应向酒店交涉，要求换回双人房，若本酒店没有，应考虑邻近酒店；

（3）如确有困难，则应向游客说明，请求谅解，并给予差额补偿；

（4）说服客人入住，并在事后给予物质补偿（如加酒水、加菜、送纪念品）和精神补偿（提供更为优质的服务）。

10. A foreign tourist requested that the tour guide should buy something for him and have it shipped to his country. What is the proper way for the tour guide to deal with his request?

In dealing with this kind of request from the tourists ...

(1) The tour guide should first try to find an excuse to refuse tactfully.

(2) If it is hard to refuse at the insistent requests of the tourist, he should report the matter to his superior and ask for instructions.

(3) Then, he must get enough money from the tourist for purchase and shipping. When shipment is made, he should mail the original copies of the consignment bill and the receipt of purchase to the tourist while keeping the duplicates for future reference.

10. 一名外国客人委托导游员购买物品并代其托运回国。导游员应如何处理这类要求？

答：（1）一般应该婉言拒绝；

（2）推托不了，要请示领导；

（3）认真办理受托事宜：向客人收取足够的货款和运费，购买并托运；事后将发票、托运单、托运费收据寄给客人；旅行社保存复印件，以备查验。

11. What can the tour guide do to prevent the tourists getting sick?

To ensure that the tourists will not get sick, the following precautions are necessary:

(1) When planning the sightseeing program for the group, the age and physical constitutions of the majority of the group members must be taken into account and margins of time must be left for relaxation as well as for sightseeing.

(2) Sometimes, the tour guide's advice against drinking the unboiled tap water in the hotel rooms and buying food from street peddlers is necessary.

(3) In changeable weather, the tour guide should often announce weather forecasts for the next day so that the tourists may choose to dress themselves accordingly or bring an umbrella with them in a rainy day. At dry season, drinking more water and eating more fruit are also advisable.

11. 导游人员应如何预防游客患病?

答: (1) 导游人员要认真分析团队情况, 据多数人的年龄、身体状况周密安排行程; 要注意有张有弛;

(2) 提醒游客注意饮食卫生, 不喝生水、不洁的水;

(3) 做好天气预报: 根据天气变化提醒游客增减衣服或带雨具; 干燥季节要提醒游客多喝水、多吃水果等。

12. A tourist group scheduled to arrive this morning is reported to be delayed till tomorrow before dinner, so the time of its stay in the local city will be shortened by one and a half days. What should the local guide do to cope with the change?

(1) In this case, the local guide must, first of all, notify people concerned to cancel the earlier arrangements of meals and hotel accommodations for today and...

(2) Reconfirm the reservations of meals and hotel accommodations for tomorrow and the transport tickets for the next destination.

(3) The sightseeing program for the group must also be altered accordingly. While the tourist resorts of less importance can be skipped over, those of major importance must be retained.

(4) If time is too short, priority must be given to the tourist resorts that are typical of the local features.

12. 一个原定今天上午抵达的旅行团, 因故改为明天晚饭前才抵达, 行程缩短了一天半。在这种情况下, 地陪应该怎样做?

答: (1) 首先, 地陪应通知有关接待单位退掉今日食宿;

(2) 预订明天的食宿及交通;

(3) 重新制订该团在当地的日程安排, 尽量保留原定的主要游览项目;

(4) 若时间太紧, 应优先安排最具代表性和地方特色的旅游景点。

13. Sometimes a travel service would have no alternative but put a tourist group on an extra flight to leave ahead of schedule because there is a shortage of space on the regular flight. Under these circumstances, how can the local guide manage to get understandings from the tourists?

(1) In these circumstances, the local guide should first talk over the matter with the national guide and the tour escort and try to get cooperation and support from them.

(2) In the meantime, he should find out the persons of great influence in the group and try to talk them into consent.

(3) Then, he should honestly announce the real situation to the tourists and sincerely apologize for the change so as to ask for their forgiveness and understandings.

- (4) For further apologies, a substantial compensation could be made if necessary.
- (5) Besides, the local guide must make full use of the time to fulfill the scheduled sightseeing program.

13. 因机票紧张，旅行社不得不安排旅行团乘坐加班机提早离开本地。在这种情况下，地陪怎样做才能使客人谅解？

- 答：(1) 先争取全陪与领队的配合，取得一致意见；
- (2) 做好团中有影响力的游客的工作；
 - (3) 如实向游客说明情况，诚恳道歉以求得谅解；
 - (4) 适当给予物质补偿；
 - (5) 利用有限时间，安排客人参观计划内的景点。

14. As the road to the tourist resort is impassable, a tourist group has to cancel its one-day tour to the attraction and this has made the tourists feel quite unhappy. How can the local guide solve this problem?

- (1) The local guide must arrange another activity as a substitute.
- (2) He should try his best to arouse people's interest in the new arrangement with his eloquent and interesting speech.
- (3) He should ask the national guide to report the matter to the tour organizer travel service for a final decision.

14. 因道路不通，旅行团被迫取消前往某地的一天行程。客人非常沮丧，地陪应怎样处理？

- 答：(1) 要安排另一活动替代；
- (2) 要以精彩的介绍、新奇的内容和最佳的安排激起游客的游兴；
 - (3) 请全陪报告组团社并作出决定。

15. Supposing that, when you get to the train station, the tourist group you are to meet has been waiting there for a long time; the tourists are very unhappy about waiting and the tour escort also blame you for being late. What would you do in this case if you were the local guide of the group?

- (1) In this case, I must make an apology to the tour escort, the national guide and all the tourists for my coming late.
- (2) I must tell them the true reason why I was delayed and assure them of my sincerity to do a good job for the group.
- (3) To make amends for my error, I should make full use of the time to fulfill the sightseeing program so as to get understandings from the tourists.
- (4) And, if necessary, I should give them a substantial compensation.

15. 当你抵达车站时，你要接的旅行团已在车站外等候多时，客人非常不高兴，领队也埋怨你漏接。作为地陪，你应如何处理？

- 答：（1）应及时向领队、全陪及客人赔礼道歉；
（2）实事求是地说明情况，表明自己要做好导游工作的诚意；
（3）采取弥补措施，圆满完成接待计划，取得游客的谅解；
（4）必要时，酌情给予游客一定的物质补偿。

16. A tourist in the group told you that he didn't want to share a room with others and asked for a separate room for his own. How would you solve the problem?

(1) In this case I must first try to find out why the tourist made the request. If the reason is that the two room-mates were not getting along well because of their differences in opinions or in habits and customs, I would ask the tour escort to mediate between them or try to help them exchange rooms with somebody else in the group.

(2) If the tour escort failed to settle the problem, I can ask for an extra single room from the hotel provided it's available. But, I must make it clear to that tourist beforehand that he should pay for it because the general rule is that the person who asks for should pay.

16. 团队中有一客人提出，不愿与别人合住双人房，要求单独住宿。你将怎样合理处置？

答：（1）如该客人是因与同房游客闹矛盾或生活习惯不同而要求住单间，导游人员应请领队调解或在内部调整；

（2）若调解、调配不成而酒店又有空房，可满足其要求；但导游人员须事先说明，房费由游客自理（一般是谁提出住单间谁付房费）。

17. What must the tour guide do in case the group has failed to catch the flight?

In case the group has lost the flight, the tour guide must do the following:

(1) He must report the matter immediately to the leaders of his travel service to ask for help.

(2) He must consult the airline and try to arrange another flight for the group to leave at an earliest possible time.

(3) He must have the meals, hotel accommodations and sightseeing well arranged for the tourists while they are detained so as to relieve them from anxiety.

(4) Then, he must inform the travel service in the next destination city so that they may alter the tour program for the group accordingly.

(5) And, of course, he must make an apology to the tourists for the mishap.

(6) Finally, he must write out a report to find out the cause of the event and to ascertain where the responsibility lies so that the wrong-doer should answer for the losses incurred.

17. 一旦旅行团发生误机事故，导游人员应如何处理？

答：（1）导游人员应立即向旅行社领导及有关部门报告,请求协助；

（2）尽快与机场联系，安排游客尽快离开本站；

（3）稳定游客的情绪，安排好食宿、游览等事宜；

（4）及时通知下一站，对日程作相应的调整；

（5）向游客赔礼道歉；

（6）写出事故报告，查清事故原因和责任，责任者应承担经济损失。

18. What should the local guide do if a Chinese American (an American citizen of Chinese origin) lost his passport while the group is sightseeing in Guangzhou?

In this case, the local guide must help him apply for a new American passport and a new visa to China. The expense incurred from this must be borne by the person concerned.

(1) To help him apply for a new American passport, the local guide must first get a certificate of loss from the local travel service and ask the tourist to get his photos ready for use.

(2) With the certificate of loss from the travel service, the tourist must personally report the case to (the Foreigners' Exit and Entry Affairs Management Department of) the Guangzhou Public Security Bureau and ask for an official certificate of loss.

(3) With the certificate of loss from the Guangzhou Public Security Bureau, the tourist should go to the American Consulate in Guangzhou to apply for a new American passport.

(4) Then, with the new passport, he should go to the Guangzhou Public Security Bureau again to apply for a new visa to China.

18. 某旅行团在广州游览时，团内一位美籍华人不慎丢失了自己的证件，经多方寻找仍无下落。作为地陪，你应当如何处理？

答：要协助失主补办护照及签证,办证所需费用由游客自理。程序是：

（1）先由旅行社出具遗失证明并让失主准备照片；

（2）由失主本人持证明去广州市公安局（外国人出入境管理处）报失并开具证明；

（3）持公安局的证明去美国驻广州领事馆，申请补办美国护照；

（4）领到新护照后，再去广州市公安局补办中国签证。

19. What should the local guide do if an American Chinese (a Chinese national residing in the United States) lost his passport while the group is sightseeing in Guangzhou?

In this case, the local guide must help him apply for a new Chinese passport and a new visa to the United States.

(1) To apply for a new Chinese passport, the tourist must first get his photos ready for use.

(2) And the local guide must get a certificate of loss from his travel service.

(3) With the certificate of loss from the travel service, the tourist must go personally to the Public Security Bureau of Guangdong Province to report the loss and apply for a new Chinese passport.

(4) Then, with the new passport, the tourist should apply to the American Consulate in Guangzhou for an entry visa to the United States.

19. 某旅行团在广州游览时，团里一位美国华侨不慎丢失了自己的证件，经多方寻找仍无下落。作为地陪，你应当如何协助他补办护照和签证？

答：(1) 让失主准备照片；

(2) 请当地接待社开具遗失证明；

(3) 失主持遗失证明到广东省公安厅报失并申请补办中国护照；

(4) 持新护照到广州美国领事馆办理进入美国的签证。

20. A native Chinese in a tourist group lost his identity card and the group is going to travel by plane. What should the tour guide do to deal with the case?

(1) The tour guide should first ask the local travel service to write out a letter of certification to prove the loss.

(2) With the letter of certification written by the local travel service, the tourist must personally report the case to the local public security bureau and ask them to issue a certificate to prove his identity.

(3) If he failed to get the certificate from the public security bureau, the tour guide should arrange for him to travel by other means of transport. The travel fares should be paid by the said tourist and final accounts will be settled after the tour according to the stipulations of the tour contract.

20. 旅行团中，有一名国内客人在旅游期间不慎丢失了自己的身份证，而该团须乘飞机旅行，导游人员应如何处理此事？

答：(1) 由当地旅行社出具遗失证明；

(2) 失主本人持证明到当地公安局报失并要求开具身份证明；

(3) 如无法办理身份证明文件，则安排该客人改乘其它交通工具，交通费用先由该客人自付，待旅游结束后再依协议书或有关规定合理结算。

21. When a foreign tourist group arrived in the airport in China, a tourist in the group discovered that his luggage was missing. What should the local guide do to help him?

(1) In this case, the local guide should take the tourist to the Lost Luggage Registration Office of the airport to report and register the loss.

(2) While the group is visiting the local city, the local guide should often telephone the airport to inquire

about the result of their search for the luggage.

(3) When the luggage is not found for the moment, the local guide should help the tourist to buy his daily necessities.

(4) If eventually they give it up for lost, the local guide should help the tourist to claim compensation from the airline.

21. 一位外国游客的行李在来华途中丢失，在到达我国机场时才发觉。地陪应如何协助他处理此事？

- 答：(1) 带失主到机场失物登记处，办理行李丢失和认领手续；
(2) 在本地游览期间，地陪要不时打电话询问寻找行李情况；
(3) 一时找不回行李，要协助失主购置必要的生活用品；
(4) 若行李确实丢失，应协助失主向有关航空公司索赔。

22. What should the tour guide do if the tourists are greatly discontented with the meals they've been served during their stay in a city?

(1) The tour guide should earnestly listen to and note down the opinions and complaints of the tourists.

(2) And report the matter to the local travel service and the hotel or restaurants so that they would make improvement or take possible remedial measures to apologize to the tourists.

(3) Also, he should make a study of people's likes and dislikes in food and, before the group leaves, inform the travel service in the next city about what's happened in the group so that they could have the group's meals purposely prepared in advance.

22. 某旅行团表示对某一地的餐饮强烈不满时，导游员在该团离开此地前应采取什么补救措施？

答：(1) 认真听取客人的意见，并做好记录。

(2) 向该地旅行社及饭店通报情况，并提出改进意见；若有可能，可让其向游客道歉，并采取必要的补救措施。

(3) 分析了解客人的餐饮习惯并通知下一站旅行社，使其提前做好这方面的特别服务。

23. What should the national guide do to take care of the tourists who are liable to carsick, airsick or seasick?

(1) To take good care of the tourists who are liable to carsickness, airsickness or seasickness, the national guide should warn them not to eat too much before traveling. He should remind them to take a right dose of carsickness preventive, but must warn them of the contraindications of the drug because many carsickness preventives are harmful to health, especially for glaucoma sufferers.

(2) When assigning seats on the bus or plane, those at less shaky positions should be reserved for them.

(3) When the group is traveling long distance by plane or train, the national guide should ask the attendants to help look after them.

23. 全陪对旅行团中会晕车、晕机或晕船的客人，应作何关照？

答：(1) 提醒晕车、晕机、晕船者，旅行前要不饱食并服用适当药物（最好是使用自备药，并提醒游客留意药品的禁忌，许多晕车药均不适合青光眼患者）；

(2) 尽可能安排其坐在较为平衡的座位上；

(3) 长途旅行中游客晕机（车、船），导游人员可请乘务员协助照顾。

24. What should the tour guide do if a tourist in the group fainted away for heatstroke?

(1) If someone fainted away for heatstroke, the tour guide should help him lie down on his back at a cool and shady place and unbutton his collar and loosen his waist-belt.

(2) Then, he should feed him some salted drinks and heatstroke preventive if they are available. If the patient has a fever, he should wipe his body with alcohol or cold water so as to disperse the excessive heat from his body.

(3) When the patient's condition has improved, he can just let him sit or lie down to rest for a while.

(4) But, if his condition is still serious, he must take him to the hospital for further treatment.

24. 团中有一客人中暑晕倒，导游人员应采取什么措施？

答：(1) 应置患者于阴凉处，平躺，解开衣领，放松裤带；

(2) 可能时让其饮用含盐饮料或服用必要的防暑药物，对发烧者要用冷水或酒精擦身散热；

(3) 症状缓解后，让其静坐（卧）休息；

(4) 严重中暑者在作必要处理后，立即送医院治疗。

25. What measure should the tour guide take in order to prevent tourists from personal and property damage while they are staying in the hotel?

(1) That they must lodge their valuables in the safes of the hotel instead of carrying them on their persons or just leaving them about in the hotel rooms.

(2) And that they should always leave their doors fastened when going in and out of their rooms and must not allow strangers or people who claim to be hotel workers (say, repairmen) to come into their rooms, especially at night.

In addition, the tour guide should advise the tourists against changing their money with private money-changers so that they should not be fooled and cheated by evil people.

25. 旅游团入住饭店时，导游人员要采取什么措施，防止游客人身及财物遭受损害？

答：(1) 入住饭店后，导游人员应建议游客将贵重财物存放在饭店保险柜中，不要随身携带或放

在房间内；

(2) 提醒游客出入房间锁好门，不要将房号随便告诉陌生人；不要让陌生人或自称饭店维修工等人员随便进入房间，尤其是夜间不可贸然开门，以防止意外；不要与私人兑换外币。

26. A local guide followed the original schedule and got to the airport in time to meet the group. However, when the plane came in, the group didn't turn up. What should he do now?

(1) He should immediately try to get in touch with people in his office to find out the reason.

(2) If the group is delayed for only a short time, he should keep on waiting in the airport.

(3) If it is delayed for a long time, he must work out a new sightseeing program for the group according to the arrangements of departments concerned.

26. 地陪按原定计划准时到达机场迎接团队，但却没有接到，他应怎么做？

答：(1) 立即与本社有关部门联系，查明原因；

(2) 如团队推迟到达时间不长，可留在接站地点继续等候；

(3) 如推迟时间较长，要按本社有关部门的安排重新落实接团事宜。

27. A local guide picked up a group at the airport but, when they arrived at the hotel, he discovered that he had taken a wrong group. What should he do now to solve the problem?

(1) He should first seek the cause of the mistake and...

(2) Try to find out where his group is and by whom it was taken away by mistake so that he may get in touch with it without delay.

(3) If his group was taken by one of his colleagues and they all act as a local guide, they usually need not change their groups back to each other. But, if any of them is at once the local guide and national guide, they must change their groups back to each other, even though they come from the same company.

(4) Then, he should honestly explain the whole thing to the tourists and sincerely apologize for the mistake.

27. 一地陪按计划到机场接回一个团队，抵达饭店时才发现该团并非自己应接的团，他应当如何处理？

答：(1) 找出差错的原因；

(2) 了解自己团队的去向；如果是被其他旅行社的导游接走，应尽快取得联系,立即换回；

(3) 若自己的团队是被本旅行社的导游接走，则地陪一般不必换回,但全陪必须调换；

(4) 实事求是地向客人说明情况，诚恳道歉。

28. When a group finish its scheduled itinerary and is going to leave China, several tourists in the group request that they would stay behind to proceed with the tour. What should the national guide do

to help them?

(1) The national guide should ask the tour organizer travel service for instruction and then give them necessary assistance. He should get a letter of certification from the local travel service, have their passports and the collective visa of the group ready and then take them to the local public security bureau to separate their visas from the collective one and extend their individual visas so that they could stay longer in China. He should also help them reserve hotel accommodations and transport tickets. All the expenses incurred from these must be covered by the tourists themselves.

(2) If the tourists need continuous guide service and other services, the national guide should help them conclude a new contract with the travel service.

28. 有几个外国游客，按团队接待计划完成在我国旅游行程后，要求留下来继续游览。全陪应如何处置？

答：(1) 在请示旅行社后，可向其提供必要的帮助：陪同他们持本人的护照、旅行社的证明和旅游团的集体签证，去当地公安局办理分离签证和延长签证手续，协助其重订交通票及住房，所需费用由游客自理；

(2) 若他们需要旅行社继续为其提供导游等服务，则应另签合同。

29. Supposing the tour bus of a group turned over and three people were seriously injured and several were slightly wounded. What would you do in this case if you were the tour guide of the group?

(1) At this critical moment of life and death, I must lose no time in arranging first-aid treatments for the wounded.

(2) I must keep the accident scene intact and call departments concerned for help.

(3) At the same time, I should report the accident to the local travel service and...

(4) Try to placate the tourists of the group.

(5) Finally, I should write out a report about the accident.

29. 旅游车不慎翻侧，造成 3 人重伤，多人轻伤。如果你是该团的导游人员，你会采取什么措施处理？

答：(1) 立即组织抢救；

(2) 保护现场，立即报案；

(3) 迅速向旅行社汇报；

(4) 安抚全团游客情绪；

(5) 写出事故的书面报告。

30. What should the tour guide do in order to guard against traffic accidents during the tour?

In order to avoid traffic accidents, the tour guide should do as follows:

(1) Before setting out to meet the group, the tour guide should ask the driver to check and make sure that the bus is in good condition or request that the bus be changed if any breakdown has not been fixed.

(2) When the tour guide is planning the sightseeing program, he must leave adequate margins of time to allow for traffic jams and other possible delays so that the driver should not be pressed to drive over speed limit to hurry on with the journey.

(3) When driving in bad weather or on rough or heavily trafficked roads, the tour guide should warn the driver not to drive rashly.

(4) When occasion requires, the tour guide should advise the driver against allowing other drivers to drive his bus and ...

(5) When the driver is at work, stop him from having alcoholic drinks.

30. 在旅游过程中，为了预防出现交通事故，导游员应做好哪些工作？

答：(1) 出团前，提醒司机检查车辆，发现隐患及时排除或换车。

(2) 安排行程要留有余地，不因赶行程而催促司机超速或违章行车。

(3) 在天气、交通、路况不好的情况下，行车时要提醒司机注意安全。

(4) 禁止非本车的司机开车。

(5) 提醒司机不要饮酒。

31. What must the tour guide do in order that the tourists should not be poisoned by food?

To guard against the accident of food-poisoning,

(1) The tour guide must reserve meals for the group in the restaurants that are designated for tourist groups and ...

(2) Warn the tourists not to buy any food from street peddlers.

(3) If the food served in the restaurant is found turning bad or unclean, the tour guide must ask to change it without delay.

31. 导游员应如何防止旅行团发生食物中毒事故？

答：(1) 必须安排旅行团在定点餐厅用餐；

(2) 提醒游客不要在小摊购买食物；

(3) 用餐时发现食物不洁或变质，应立即要求更换。

32. What should the tour guide do if a tourist from Taiwan reported that his Travel Permit for Taiwan Compatriot was nowhere to be found?

In this case, the tour guide should have a letter of certification written by the local travel service to prove the loss and ask the tourist to have his photo taken. With the letter written by the local travel service

and the identity certificate and photos of the tourist, the tour guide should take him to report the loss to the local security bureau at the municipal level, which will verify his identity and give him a provisional Entry and Exit Permit that is valid just on one occasion.

32. 旅行团中，一位来自台湾的客人发现自己的旅行证件不见了。地陪应如何处理？

答：由地接社出具证明，让失主携带能证明其身份的证件、资料及照片，向遗失地的市级公安局出入境签证处报失，核实后发给一次性有效的出入境通行证。

33. What should the national guide do if someone in the group failed to get his luggage back from the luggage conveyer belt in the airport?

(1) The national guide should take the tourist to the Lost and Found Office of the airport to register the loss. The tourist must produce his air-ticket and luggage claim and fill out a Lost Luggage Registration Form.

(2) Then, the national guide should report the matter to the local travel service leadership so that they may contact the airport, the airline and the travel service in the preceding city for help.

33. 如游客在机场行李输送带前找不到自己的行李，全陪应怎么做？

答：(1) 带失主到失物登记处办理行李丢失和认领手续。由失主出示机票和行李牌，填写丢失行李登记表；

(2) 立即向旅行社领导汇报，请其安排有关部门和人员与机场、上一站旅行社、航空公司等单位联系，积极寻找。

34. What can the tour guide do if a couple of husband and wife in the group asked to have their meal in their hotel room?

(1) In this case the tour guide can ask the tour escort to help persuade them to have their meal with the group.

(2) If they still insist in having their meal in their room, the tour guide can tell them that they can order a room service with the hotel restaurant at their own expense and that the service charge they have paid for the tour is not to be refunded.

34. 旅游团中，一对夫妇要求在客房自行用餐，导游人员怎样处置？

答：(1) 导游人员要耐心解释，并请领队劝其与团队一起用餐；

(2) 如游客仍坚持要在客房自行用餐，导游人员可告知其直接与餐厅联系送餐，但餐费自理，而且不能退还综合服务费。

35. What should the tour guide do if someone in the group intends to give up the sightseeing tour and stay behind in the hotel for a rest because he is not feeling well?

When someone in the group is sick and is not able to join the group for sightseeing,

(1) The tour guide should let him stay behind in the hotel for a rest. He should not urge him to join the group for sightseeing.

(2) He should reserve a lunch for him in the hotel restaurant or arrange a room service for him if necessary.

(3) He should tell the tourist the way of getting in touch with the doctor in the hotel and ...

(4) Ask the hotel house-keeper to help take care of him

(5) When back from sightseeing, the tour guide should go to see him and inquire after his health so as to show concern for him.

35. 游客因身体不适，想单独留在饭店休息而不随团活动时，怎么办？

答：(1) 请其自便，不勉强其随团活动；

(2) 通知餐厅安排午餐，必要时为其提供送餐服务；

(3) 告知客人饭店医务室的联系办法；

(4) 告知房间服务员注意照顾客人；

(5) 游览回来后，应去询问该客人情况，以示关心。

36. What should the tour guide do if a foreign tourist in the group insists that, for a certain reason, he must stop traveling and leave China for home ahead of schedule?

(1) Usually, such request of the tourists should be granted, but the unused part of the service charge included in the travel fare will not be refunded or will be partly refunded according to the stipulations of the tourist agreement. The tour guide must immediately report the matter to people concerned in the local travel service, who will consult the domestic tour organizer travel service.

(2) With the consent of the domestic tour organizer travel service, the tour guide should help the tourist with such things as separating his visa from the group's collective visa, booking his home-bound transport ticket and going through other formalities for leaving the group. All the expense incurred from these must be borne by the tourist himself.

36. 有一外国游客，因有要事要求提前离团回国，导游员应如何处理？

答：(1) 导游员应马上将游客的要求向旅行社汇报，经接待社与组团社协商后，可满足其要求；至于未享受的综合服务费，按旅游协议书规定可部分退还或不予退还；

(2) 导游员还要协助该游客重订交通票，办理分离签证及其他离团手续，所需费用由游客自理。

37. While a group was sightseeing, a photography-lover in the group said that he didn't want to join and keep moving on with the group. How would you respond if you were the local guide of the group?

I would agree to his request if conditions permitted, say, the place was not crowded and public order was good, but meanwhile I must remind him of the time and place to meet and the number of the tour bus or, to be on the safe side, give him a note marking clear the time and place to meet, the number of the tour bus and the name and telephone number of the hotel.

37. 在旅行团观光游览途中，团内有摄影爱好者提出不随团行走。你是地陪，将如何妥善安排？

答：若情况许可（游人不太多，秩序不乱），可满足其要求，但要提醒游客集合的时间和地点及旅游车的车号；必要时可留一字条给游客，写明集合时间和地点、车号以及饭店名称和电话号码等。

38. A tourist told the tour guide that he wanted to exchange his purchase with the shop. Should the tour guide help him with the replacement?

The tour guide is duty-bound to help him and should accompany him to the shop for the replacement if necessary.

38. 有位游客在商店购买商品后要求退换，导游员应否予以帮助？

答：导游人员应积极协助，必要时陪同前往。

39. Supposing a group is traveling by train and a tourist suddenly fell seriously ill. What must the tour guide do since the train is speeding forward and is not allowed to stop at will?

In this case, the tour guide must ask the head of the train crew to help find a doctor on the train to give him first aid treatment. In the meantime, he must notify the travel service in the next destination city to get prepared to transfer the patient to the hospital as soon as the train arrives.

39. 火车在运行中是不能随意停站的。如旅行团乘火车旅行时，有游客突发重病，全陪应如何处理？

答：应立即请求列车员在火车上寻找医生就地抢救，并通知下一站急救中心和旅行社准备接车抢救。

40. What should the tour guide do if the tourists request that they should go swimming in a nearby beach?

(1) The tour guide must try patiently to dissuade them from going, because bathing in a natural beach

without any safety installations is dangerous.

(2) He can take them to a swimming-pool if they insist in going swimming.

(3) He must not accompany a small number of people to swim while ignoring the majority of the group.

(4) Even if the tourists are swimming in a swimming-pool, the tour guide should warn them of possible dangers so as to guard against accidents of drowning.

40. 若游客要求导游员组织他们到附近的海滨游泳，导游员应该怎么办？

答：（1）耐心劝阻并向客人说明，不可到没有安全措施的自然水域中去游泳。

（2）必要时可组织他们到游泳池游泳。

（3）导游员决不可置全团不顾，陪少数人去游泳。

（4）即使到游泳池游泳，也应提醒游泳者注意安全，以免发生溺水事故。

四、综合知识题

1. Please tell us something about the origin of the name of "Guangzhou".

Under the Wu Kingdom of the Three Kingdoms period, the region to the north of Hepu was named Guangzhou, which ruled the Nanhai, Changwu and Yulin prefectures. Hence, the name of "Guangzhou" came into being.

1. 请告诉我们关于“广州”这个名字的由来。

三国东吴统治时期，分合浦以北为广州，统辖南海、苍梧、郁林等郡，“广州”由此得名。

2. Please say a few words about the climate in Guangdong Province.

Located on the subtropical zone, Guangdong enjoys a mild climate and a rich rainfall, with an average annual temperature of 22.3°centigrade and a rainfall of 1,700 mm.

2. 请说说广东的气候。

广东地处亚热带，气候温和，雨量充沛，年平均气温约为 22.3℃，年平均降水量为 1700 毫米。

3. Please say a few words about the history of Guangdong Province during the Pre-Qin period.

During the Pre-Qin period, Guangdong area was inhabited by the Nan Yue ethnic people. Qin unified South China in 219 BC, and set up Guilin, Xiangjun and Nanhai prefectures. Today's Guangzhou is where the Nanhai Prefecture was located.

3. 请谈谈广东先秦时期的历史。

先秦时期这里是百越族中南越族居住的地区。秦始皇于公元前 219 年统一了岭南，设桂林、象郡、南海 3 个郡，今天的广州就是当时南海郡的治所。

4. How much do you know about the Nanyue Kingdom?

At the beginning of the Western Han Dynasty, a former Qin commanding general, Zhao Tuo by name, founded the first local state in the present-day Guangdong area, the Kingdom of Nanyue, thus promoting the fusion between the Han and the Yue ethnics and accelerating the social, economic and cultural progress in South China.

4. 关于南越王国你了解哪些历史?

西汉初期，原秦朝将领赵佗在广东建立了第一个岭南地方政权南越国，推动了汉越民族的融合，加快了岭南社会经济文化的进步。

5. What are the four most famous gardens in Guangdong Province?

The Lingnan Gardens are represented by Qinghui Garden, Ke Garden, Yuyinshanfang Garden and Liang Garden, which are the most famous gardens in Guangdong Province.

5. 广东省的四大园是那几个?

代表岭南园林的清晖园、可园、余荫山房和梁园是最著名的广东省四大名园。

6. What are the four famous embroideries in China?

Guangdong Embroidery, together with Suzhou Embroidery, Hunan Embroidery and Sichuan Embroidery, is known as the four famous Embroideries in China.

6. 中国四大著名刺绣是什么?

广绣与苏绣、湘绣、蜀绣并称为中国“四大名绣”。

7. Could you introduce the three major groups of people living in Guangdong Province?

It consists of Guangfu, Chao-shan and Hakka people, which are corresponding to Guangfu culture, Chao-shan culture and Hakka culture respectively, which has formed after exchange, clash, and fusion of various cultures. The Guangfu group appeared the earliest, which lives in the Pearl River Delta and some other counties and cities in the middle and west part of Guangdong Province.

7. 你能介绍一下广东省的三大民系吗?

他们由广府、潮汕、客家三大民系组成，分别对应着广府文化、潮汕文化和客家文化，代表了岭南文化的精髓。广府民系是三大民系中最早形成的，主要分布在珠江三角洲以及粤中、粤西的一些县市。

8. What is the significant feature distinguishing the three groups of people?

That is their different dialects: the“Baihua”(the plain language) based on Guangzhou dialect , the Hakka language based on Meizhou dialect and the Chao-shan language based on Shantou local dialect.

8. 区别三大民系的明显特征是什么？

那就是他们不同的方言，即以广州方言为标准音的“白话”、以梅县方言为标准音的客家话和以汕头方言为标准音的潮汕话。

9. Guangdong cuisine is one of the four major cuisines in China. Can you introduce three types of cuisines in Guangdong Province?

As a Chinese saying goes, “to enjoy the best that life has to offer, one has to eat in Guangdong”. Guangdong cuisine consists of Guangzhou, Chaozhou and Dongjiang dishes. Guangzhou dishes are characterized by being light, fresh, tender, tasty and crisp. They are particular about color, aroma, taste and appearance. Chaozhou dishes excel in sea food, and especially in soup. Dongjiang dishes, also known as Hakka dishes, using much meat for preparation, tend to be greasy and slightly salty. One of the most special is the earthenware pot casserole.

9. 粤菜是中国著名的四大菜系之一，你能介绍一下广东的三种菜系吗？

素有“食在广东”之说。粤菜主要由广州菜、潮州菜和东江菜三种菜式组成。广州菜是粤菜的代表，其特点是清、鲜、嫩、滑、爽，讲究“色、香、味、形”俱佳。潮州菜以烹饪海鲜见长，尤其汤菜最具特色。东江菜又称客家菜，菜肴多肉类，下油重，味偏咸，以砂锅菜见长。

10. As a vehicle of Lingnan culture, the architecture in Guangdong is also distinctive. Can you list the unique folk buildings in Guangdong Province?

Folk buildings unique to the region all present distinct Lingnan characteristics, for example, the Xiguan big house and the arcaded building, the Hakka circular houses; buildings of social institutions, such as the Temple of South China Sea God, Foshan Ancestral Temple, the Chen Family Temple and the Panyu Academy; buildings of world cultural heritage such as the Kaiping watchtowers, and buildings for city defense such as the Xinhui Yanmen artillery fort and the Guangzhou Zhenhai Tower.

10.作为岭南文化的载体，广东的建筑风格也与众不同。你能列出广东省独特的民间建筑吗？

比如说：西关大屋、骑楼建筑、客家围龙屋等岭南所特有的民居建筑，南海神庙、佛山祖庙、陈家祠、番禺学宫等礼制建筑，世界文化遗产开平碉楼以及新会崖门炮台、广州镇海楼等城防建筑，无不显示出岭南建筑的特点。

11. Please tell us the name origin of Kaiyuan Temple in Chaozhou City, Guangdong Province.

It is recorded that Kaiyuan Temple was formerly called Lifeng Temple, constructed during Sui and Tang dynasties. In the 26th year of Kaiyuan, Tang Dynasty (738 A.D.), to celebrate his birthday, emperor

Xuanzong ordered that each of the 81 states and counties in the country should choose a big temple to be named after his reign title, Kaiyuan, so Lifeng Temple in Chaozhou was renamed Kaiyuan Temple.

11.请告诉我们广东省潮州开元寺的名字来由。

据记载：开元寺的前身是创建于隋唐之际的荔峰寺。唐朝开元二十六年（738年），唐玄宗为庆祝自己的生日，下令全国81州郡各选一大寺，以其年号为名，潮州就把“荔峰寺”改名为“开元寺”。

12. What can we tell from the jade seals unearthed from the Nanyue King's tomb?

Of the 9 seals unearthed from the Nanyue King's tomb, 3 were found on Zhao Mo's body and are inscribed respectively with the words "Zhao Mo", "Tai Zi" (the prince) and "Seal of Emperor", which is the evidence for the fact that Zhao Mo overstepped his authority to style himself "emperor" to break away from the Han and exercise local power.

12. 从南越王墓出土的玉玺中我们可以了解到什么？

9枚玉印中有3枚分别刻有“赵昧”、“泰子”、“帝印”字样，均出自主棺室墓主的身上，是赵昧僭越称帝的物证。

13. Please tell us something about the Zidong Boat in Baomo Garden in Panyu in Guangdong Province?

Zidong Boat is characteristic of those in the Pearl River Delta: luxurious decoration, tables set at the bow, and kitchen at the stern. This kind of pleasure-boats were most popular during the Ming and Qing dynasties, originally owned by the rich, and later developed into tea houses on the river.

13. 请介绍广东番禺宝墨园的紫洞舫？

紫洞舫是珠江三角洲地方特色的画舫。船上装饰华丽，船头可摆餐桌，船后设有厨房。这种船明清时期最为流行，原为有钱人家的游艇，后发展成为水上茶楼。

14. What does the relief sculpture "to be conferred a title of Nobility" imply, which is on the right-hand side behind the stone drum outside the gate of Guangzhou Chen Family Temple?

The relief sculpture is an implicative picture. The bird, the deer, the bee and the monkey combine to imply that people of the Chen family would be conferred scholarly honors and appointed high official positions with handsome salaries by the imperial court, because the Chinese characters for bird, deer, bee and monkey are homonymous respectively with those for "title of nobility", "official salary" and "granting titles to the nobles".

14.广州陈家祠大门外右边石鼓后的墙上的石雕爵禄封侯寓意什么？

在右边石鼓后的墙上也有一幅寓意石雕，上面有雀鸟、梅花鹿、蜜蜂和猴子，隐寓爵、禄、封、侯。

15. Where are the minorities of Guangdong living together? Please tell us something about their customs.

The minorities of Guangdong are distributed mainly in places like Liannan and Ruyuan districts. Local customs such as the Getang (the Singing Meet) and the Wooden Handle Lion of Yao nationality, the Eighth of April Festival and the Ox King Birthday Celebration of Zhuang nationality, as well as the Third of March Festival and the Second of February Festival of She nationality are of unique flavor.

15. 广东的少数民族主要聚居在那些地方？请给我们讲讲他们的风俗。

广东的少数民族主要分布在连南、乳源等地区。瑶族的“歌堂”和布袋木狮习俗、壮族四月八的“牛王诞”和畲族的“二月二”、“三月三”习俗均别具风情。

16. What is regime of the Nanyue Kingdom? How many years did it last? In which year did it happen? To what dynasty did it belong?

The Nanyue Kingdom was a local state in South China in the period of China's Western Han Dynasty. It lasted 93 years with 5 kings in succession and submitted to the Western Han in 111 BC.

16. 南越王国是怎样的政权，传了几代，历时几年，哪一年归属什么朝代？

南越王国是中国西汉时期南方的地方政权，传五代历 93 年，汉武帝元鼎六年（公元前 111 年）归属西汉。

17. What are the major forest parks in Guangdong Province?

The major forest parks include Liuxi River Forest Park, Mount Xiqiao Forest Park, Nanling National Forest Park, Nankunshan Forest Park, and Shimen Forest Bathing Place...

17. 广东省有哪些知名的森林公园？

主要有流溪河森林公园、西樵山森林公园、南岭国家森林公园、南昆山森林公园、石门森林浴场等丰富的森林旅游资源.....

18. Please tell us what you know about Guangdong carvings and well-known special crafts.

The delicate and exquisite Guangdong carving, including ivory carving, jade carving and wood carving, attains to unrivalled workmanship. Special crafts of Guangdong, such as Duan Ink-stone in Zhaoqing, paper-cuttings and lion-head making in Foshan, palm-leaf handicraft in Xinhui and lacquerware in Yangjiang, all boast a long history and extremely high craftsmanship.

18. 请告诉我们你所知道关于广东的雕刻和著名特色工艺品。

以象牙雕、玉雕和木雕为代表的广雕工艺细腻精湛，艺术水平极高，令人叹为观止；广东的特色器艺包括肇庆端砚、佛山剪纸、佛山狮头艺术、新会葵艺和阳江漆器等，均具有悠久的历史和高超的艺术水平。

19. Why can we say the structure of Chen Family Temple is unique in the way it is decorated, the way that is characteristic of Guangdong Province?

Because the temple, from the roof to the floor, from inside to outside, no matter column, eaves, ridge, stairs, doors and windows are decorated with carvings such as stone-carvings, brick-carvings, lime sculptures, ceramic figurines, wood-carvings or artistic objects of iron-casting can be found everywhere. They are made into flowers and trees, insects and birds, animals and human figures and even architectural complex. These works of art are used not only for the purpose of decoration but are also symbols or implications of one thing or another, or depictions of various scenes from stories of Chinese history and legends. For example, the peony flower is a symbol of richness and wealth, the twin lotus flowers on one stalk stand for an affectionate couple of husband and wife and the lion sculpture, power and dignity.

19. 为什么说陈家祠在建筑装饰艺术上具有浓厚的广东地方色彩?

因为该祠从上至下, 从里到外, 无论是柱、檐、脊、台阶、门窗等都饰以木雕、砖雕、石雕、陶塑、灰塑或铁铸构件等工艺品。这些工艺品不但起到艺术装饰的作用, 而且广罗各种历史、神话故事, 一些花、鸟、虫、鱼、飞禽、走兽雕塑及其构成的图案还隐寓各种意义; 如牡丹代表富贵, 莲花(并蒂莲)代表夫妻恩爱, 狮子代表权力与尊严等等。

20. Why is the Ancestral Temple in Foshan known as The Palace of Oriental Folk Art?

Because in decorating techniques, pottery sculpture, lime sculpture, brick carvings, wood carvings and other works of art can be found on the ridges, the eaves, the walls or elsewhere. These works of art are not only used for the purpose of decoration but are also depictions of various scenes from Chinese folk stories and legends. They are delicately made to be lifelike and are all masterpieces of ancient Chinese folk art, so the temple is known as the Palace of Oriental Folk Art.

20.为什么佛山祖庙被称为“东方民间艺术之宫”?

在装饰工艺上, 屋脊、屋檐、墙壁以及庙堂内均饰有各式陶塑、灰塑、砖雕、木雕等, 描述了我国传统民间故事和神话传说。这些装饰品制作精细, 人物造型栩栩如生, 是我国珍贵的古代艺术品; 故祖庙有“东方民间艺术之宫”的称号。

21. Why was Hui Neng, together with Confucius and Laozi known as one of the three sages in China and one of the ten great thinkers of the world?

Because Hui Neng's doctrine of "instant realization" not only had exerted a great impact on the Buddhist circles, making the Chan Sect the mainstream of Chinese Buddhism, but also had produced a significant influence on China's philosophical thinking. Therefore, Hui Neng, together with Confucius and Laozi known as one of the three sages in China and one of the ten great thinkers of the world.

21.为什么惠能与孔子和老子一道被称为“东方三大圣人”及世界十大思想家之一。

因为惠能的“顿悟”理论不但在佛教中影响巨大, 使禅宗成为了中国佛教的主流宗派, 而且对中国的哲学思想产生了很大影响, 故与孔子和老子一起被称为“东方三大圣人”, 欧洲学界曾称其为世界十大思想家之一。

22. Can you list the types of carving used in Chen Family Temple?

Stone carvings, brick carvings, lime sculptures, ceramic figurines, wood carvings or artistic objects of iron-casting can be found everywhere in Chen Family Temple.

22. 你能列出用于装饰陈家祠的雕刻类型吗?

在陈家祠到处都可以找到石雕、砖雕、灰塑、陶塑、木雕或铁铸构件等工艺品。

23. What does "Xiguan Big House" mean in Guangzhou?

In the back streets around the Shangxiajiu Shopping Street, there are some old residential houses that are unique in appearance and architecture. These high and solid houses, known as "Xiguan Big House", were built by the former rich merchants and were all decorated with wood-carvings, stone-carvings, pottery sculptures and lime-sculptures, which was then the representative of Guangzhou local dwelling houses.

23. 在广州“西关大屋”是什么意思?

在上下九路周围的内街，有一些外形和结构独特的民居建筑；它们是旧时富商们的住宅，被称作“西关大屋”。这些西关大屋不但高大结实，而且屋里屋外均用木雕、石雕、陶塑、灰塑等装饰，是当时广州极具代表性的民居。

24. What are the four most famous temples in Guangdong Province?

The Kaiyuan Temple in Chaozhou, Nanhua Temple in Shaoguan, Qingyun Temple in Zhaoqing and Guangxiao Temple in Guangzhou are known as the four most famous temples in Guangdong Province.

24. 广东省最著名的四大名寺是哪些?

潮州开元寺，韶关的南华寺，肇庆的庆云寺和广州的光孝寺被称为广东省最著名的四大名寺。

25. Of the ten generals of the Chinese People's Liberation Army, five of them were graduated from Whampoa Military Academy. Could you tell us the names of the five generals?

Among the ten Generals of the Chinese People's Liberation Army, five of them were its graduates. They are Ye Jianying, Nie Rongzhen, Chen Yi, Xu Xiangqian and Lin Biao.

25. 中国人民解放军的十个将军中有五个是毕业于黄埔军校。你能告诉我们这五位将军的名字吗?

中国人民解放军的十个将军中有五个是黄埔军校的毕业生。他们是叶剑英, 聂荣臻, 陈毅, 徐向前和林彪。

26. Why is the stone drum at the main entrance a symbol of social status of Chen Family?

Because in the feudal society of the Qing Dynasty, people could place a pair of drums in front of their house only when someone in their family had been conferred an academic degree of (or higher than) "jinshi", a title given to successful candidates in the imperial examination. In 1893, the year before the temple was completed, a member of the Chen family, Chen Botao by name, was awarded by the Qing court a title of "tanhua", the number three scholar in the highest imperial examination, and so these drums were mounted here in his honor.

26. 为什么正门外两侧的石鼓是陈家门第的象征?

因为在封建旧中国,只有当某家族中有人在科举中取得进士以上的名次时才能在其宅第前安放大鼓。光绪十八年(1893年),即陈家祠落成前一年,陈氏家族中一个叫陈伯陶的人中了探花,故在此安放了这对石鼓。

27. What is Mo Ya Shi Ke?

Mo Ya Shi Ke means the carved and chiseled on the smooth surface of the natural rocks are the drawings and writings, recording important events or achievements in history. These inscriptions are usually completed by the joined effort of stonemasons and calligraphers.

27. 什么叫“摩崖石刻”?

“摩崖石刻”意思是凿刻在天然较平坦的岩石上的图文(包铭功和记事等)称为“摩崖石刻”。通常是由文人书法家和石匠共同完成。

28. What are the four most famous mountains in Lingnan area?

Danxia Mountain, Luofu Mountain, Xiqiao Moutain and Dinghu Moutain are the four most famous mountains in Lingnan area.

28. 岭南地区最著名的四大名山是哪几座?

丹霞山、罗浮山、西樵山顶、鼎湖山是岭南地区最著名的四大名山。

29. On October 21st, 2024, the 16th Conference of the Parties (COP16) to the United Nations Convention on Biological Diversity opened in Cali, Colombia. What was the theme of the COP16 conference?

The theme of the COP16 conference was "Peace with Nature".

29.2024年10月21日,联合国《生物多样性公约》第十六次缔约方大会(COP16)在哥伦比亚卡利开幕。COP16会议主题是什么?

答:“与自然和平相处”。

30. On October 22nd, 2024, China's first domestically developed mobile operating system was officially released. This is the third major mobile operating system in the world after Apple's iOS and Android. What is the full name of this system?

Answer: The full name of the system is called Huawei Harmony Operating System.

30.2024年10月22日,我国首个国产移动操作系统正式发布,这也是继苹果iOS和安卓系统后,全球第三大移动操作系统。该系统的全称是什么?

答:华为原生鸿蒙操作系统。

31. On October 25th, 2024, the naming ceremony of the second domestically built large cruise ship was held in Guangzhou. It is scheduled to be delivered by the end of 2026 and will operate regular international routes from the Guangzhou port. What is the name of this cruise ship?

The name of this cruise ship is called "Adora Flora City".

31. 2024年10月25日，第二艘国产大型邮轮在广州举行命名仪式，计划在2026年底交付，并依托广州母港常态化运营国际航线。这艘游轮叫什么名字？

答：“爱达·花城号”。

32. On November 9th, 2024, the theme slogan, emblem, and mascots of the 15th National Games and the 12th National Paralympic Games and the 9th Special Olympics were officially released. What is the theme slogan of the 15th National Games?

The theme slogan of the 15th National Game is "Passion Games, Vibrant Bay Area".

32.2024年11月9日，第十五届全国运动会和全国第十二届残疾人运动会暨第九届特殊奥林匹克运动会正式发布主题口号、会徽、吉祥物。十五运会主题口号是什么？

答：“激情全运会，活力大湾区”。

33. On November 9th, 2024, the theme slogan, emblem, and mascots of the 15th National Games and the 12th National Paralympic Games and the 9th Special Olympics were officially released. What are the names of the mascots, which are based on the national first-class protected wild animal, the "national treasure of the sea" Chinese white dolphin?

The mascot of the White Chinese White Dolphin is called "Xiyangyang" while the Pink Chinese White Dolphin is called "Lerongrong".

33.2024年11月9日，第十五届全国运动会和全国第十二届残疾人运动会暨第九届特殊奥林匹克运动会正式发布主题口号、会徽、吉祥物。吉祥物以国家一级保护野生动物、“海上国宝”中华白海豚为原型，分别取名为什么？

答：“喜洋洋”和“乐融融”。

34. On December 4th, 2024, a project submitted by China passed the review and was included in the Representative List of the Intangible Cultural Heritage of Humanity of UNESCO. As a result, China now has a total of 44 projects listed in the intangible cultural heritage list and register, ranking first in the world. What is this project?

The project is named "Spring Festival, social practices of the Chinese people in celebration of traditional new year".

34.2024年12月4日我国申报的项目通过评审，列入联合国教科文组织人类非物质文化遗产代表作名录。至此，我国共有44个项目列入非遗名录、名册，总数居世界第一。这个项目是什么？

答：“春节——中国人庆祝传统新年的社会实践”。

35. April 15th, 2025, marks the 10th National Security Education Day. What is the theme of the National Security Education Day in 2025?

The theme of the National Security Education Day in 2025 is called "National Security Education Goes Deeper and Further: 10 Years of Progress".

35.2025年4月15日是第十个全民国家安全教育日。2025年全民国家安全教育日的活动主题是什么？

答：“全民国家安全教育 走深走实十周年”。

36. On April 9th, 2024, the 13th China Electronics Information Expo opened at the Shenzhen Convention and Exhibition Center (Futian). What was the theme of the Expo?

The theme of the Expo is called "Technology Leads, Innovation Gathers in Shenzhen".

36.2024年4月9日，第十三届中国电子信息博览会在深圳会展中心（福田）开幕。展会的主题是什么？

答：“科技引领，‘圳’聚创新”。

37. On May 13th, 2024, the official emblem for the 80th Anniversary Commemoration of the Victory of the Chinese People's War of Resistance Against Japanese Aggression was released. What elements does the official emblem consist of?

The official emblem features the following elements: Great Wall, Olive branches, Radiant light, Numeral "80", Years "1945-2025".

37.2024年5月13日，抗战胜利80周年纪念活动标识发布。标识由哪些元素构成？

答：长城、橄榄枝、光辉、数字“80”、时间“1945—2025”。

38. May 19th, 2025 marks the 15th China Tourism Day. What is the theme of this year's event?

The theme of the 15th China Tourism Day is called "Splendid Landscapes, Wonderful Journeys".

38.2025年5月19日是第15个中国旅游日，今年活动主题是什么？

答：“锦绣山河，美好旅程”。

五、汉译英 30 道题

1. 孙中山先生是中国伟大的资产阶级民主革命的先行者，1866年11月12日出生于广东香山县（即今中山市）翠亨村。他12岁时随兄去美国夏威夷教会学校读书，后回香港西医学堂学医，学成后在广州和澳门行医。

Sun Yat-sen was the forerunner of the Chinese bourgeois democratic revolution. He was born on November 12, 1866 in a farmer's family in Cuiheng Village in Xiangshan County (the present-day Zhongshan City) in Guangdong Province. At the age of 12, he went to Honolulu, where his elder brother sent him to a missionary school. Later, he came back to Hong Kong to study in a college of Western medicine and, after graduation, practiced medicine in Guangzhou and Macao.

2. 孙中山早期曾对清政府存有幻想，曾向清朝统治者提出革新政治的主张；但帝国主义列强对

中国的侵略和清政府的腐败无能使他认识到，要振兴中华就必须推翻满清王朝，建立民国。

At first, Sun Yat-sen had illusions about the Qing government and hoped to save this moribund regime through reforms. But, China's defeats by foreign invaders and the corruption and incompetence of the Qing government intensified his patriotic indignation. He decided that the Qing court was rotten to the core and must be overthrown and replaced by a democratic republic.

3. 1905年，孙中山在日本成立了中国第一个革命政党同盟会（即国民党的前身），致力于推翻清朝的革命斗争，并最终于1911年发动的武昌起义中取得成功，建立了中华民国，孙中山被推选为临时大总统。

In 1905, Sun Yat-sen went to Japan, where he founded China's first political party called "China Revolutionary League" (the Tong Meng Hui), which later developed into the Nationalist Party (the Guomintang). Since then, he had made successive attempts to topple the Qing regime and finally succeeded in the Wuchang Uprising that broke out in October 1911. The Qing regime was overthrown and he was elected the provisional president of the interim government of the Republic of China.

4. 孙中山为中国的民主革命奋斗终生，他所领导的辛亥革命推翻了在中国存在了几千年的封建帝制；广州人民为了纪念他的功绩，在当年南方革命政府总统府所在地建造了这座中山纪念堂。

Sun Yat-sen had devoted all his life to the cause of the Chinese democratic revolution, and the 1911 revolution he led had put an end to the feudal monarchy that had existed in China for several thousands of years. To commemorate his great contributions to the Chinese revolution, people of Guangzhou had this memorial hall built in 1929-1931, at the original site of the former presidential house of the South Revolutionary Government.

5. 中山纪念堂于1931年10月建成，其主体建筑高58米，建筑面积1.2万平方米。它是一座八角形的宫殿式钢筋混凝土建筑；在外形上具有中国传统建筑艺术风格，在结构上则采用了当时最新的建筑技术。

The construction of the Sun Yat-sen Memorial Hall was completed in October 1931. It is an octagonal palace-like reinforced concrete structure, 58 meters high with a floor space of 12 thousand square meters. It looks like a traditional Chinese palace in appearance but was constructed with modern architectural technique.

6. 中山纪念堂是一个能容纳3238名观众的大会堂；会堂内看不到一根支撑柱子，整个大屋顶由4个大跨度的大型钢桁架支撑，8根柱子都巧妙地隐藏在墙内。观众坐在大堂内任何一个座位都不会被柱子遮挡视线；而且，堂内没有回音，音响效果极好。

The Sun Yat-sen Memorial Hall is a conference hall with a seating capacity of 3,238 people. The

acoustics of the hall are excellent and there is no pillar to obstruct the spectator's view because the eight pillars sustaining the four long-spanned steel trusses supporting the huge domed roof are hidden in the walls.

7. 开平碉楼是集防卫、居住和中西建筑艺术于一体的建筑，是国务院公布的国家重点文物保护单位。开平碉楼在鼎盛时期达 3300 多座，目前登记在册的有 1833 座。

The watchtower-like building in Kaiping is a structure incorporating the Chinese and Western architectural styles and combining the functions of a residence for the family and a watchtower to guard against bandits. The total number of such buildings reached 3,300 in its peak time. Nowadays the number of registered houses is 1,833. They are listed by the Chinese State Council as one of the cultural relics protected by the state.

8. 你可能想知道为什么这些海外华侨回国要把房子建成碉楼的结构，这其实很明显。首先，那个时代的公共秩序很糟糕，对这些归国华侨家庭而言，他们自然就成为抢劫的目标了，土匪令他们非常头疼；第二，开平地区地势低矮，洪水经常光顾。所以，这些坚固高大的建筑不仅能够防御土匪，也成为洪灾的避难所了。

You may wonder why these returned overseas Chinese had their houses built into a structure of a watchtower. Well, the reasons are clear. First, public order at that time was bad and banditry was a real headache and the better-off returned overseas Chinese families naturally became targets for robbery; second, the Kaiping area is a stretch of low-lying land and floods were a frequent occurrence. So, these solid and high-rise buildings were good both for defense against bandits and for refuge from the floods.

9. 其中最精美的碉楼是铭石楼，该楼建于 1925 年，是钢筋混凝土结构的居楼。楼高 5 层，顶部正中有一中西合璧的六角形瞭望塔，第五层四角均建有角堡。铭石楼楼身宽大，外形壮观，有厚重的铁门和坚固的铁窗，内部陈设豪华，生活设施齐全。

Among them the Mingshilou is the best of all. Built in 1925, it is a 5-storeyed reinforced concrete structure, with a hexagon observation pavilion on the top and a blockhouse built on the outside walls at each of the four corners on the fifth floor. This huge and imposing tower is installed with heavy iron doors and strong iron windows, and is luxuriously decorated and well furnished.

10. 瑞石楼是开平最高、最豪华的碉楼，楼高 25 米共 9 层，楼内设施布局典雅，具有中国传统格调，是开平碉楼第一楼。该楼属钢筋混凝土结构。

The highest and the most luxurious watchtower in Kaiping is Ruishilou. This nine-storey tower is 25 meters high and built of armored concrete. Its indoor settings and furnishings are elegantly arranged in a traditional Chinese style. So, this tower is rated as the No 1 tower in Kaiping.

11. 方氏灯楼是开平最具代表性的碉楼，建于1920年，楼内的警用发电机，探照灯，枪械一应俱全，选地视野开阔，是典型的防守更楼，属钢筋混凝土结构。

The Fangshi Denglou, a reinforced concrete structure built in 1920 by the Fang family, is most typical of the Diaolou structure as a watchtower, for it was located in an open land with spacious view and provided with electric generator, searchlights and guns.

12. 花园的名字“立”源于园主的名字，表达了中国格言“修身立本”的含义，这四个字写在花园的拱门上，意为修炼个人的道德和性格是生活和工作成功的关键。

The garden's name "Li" (立) was derived from the name of its owner and it gives expression to the meaning of a Chinese idiom Xiu Shen Li Ben (修身立本), which is written on an archway in the garden, meaning that cultivating one's moral and character is the key to success in one's life and work.

13. 丹霞山位于韶关市东北部，距市区45公里。2500万年以前，那里原是一片低平的湖泊，后来因地壳运动的作用，地面上升，湖水尽退，形成了高耸的山峰；原来湖底的沉积物受到氧化作用，变成了红色的岩石。

The Danxia Mountain is situated 45 kilometers to the northeast of Shaoguan City. Twenty-five million years ago, this place used to be a vast expanse of a low-lying lake. Later, movements of the earth's crust made it rise above the ground and the water receded away, thus turning it into a mountain and the former sediment at the bottom of the lake gradually oxidized and became red rocks.

14. 丹霞山的总面积为319平方公里，有大小石峰600多座，宛如一方红宝石雕塑园，故又称“中国红石公园”，并于1995年被国务院批准为国家地质自然保护区。

The Danxia Mountain covers an area of 319 square kilometers, in which over 600 red rock peaks stand out well against the woods of green, a sight that reminds one of a large garden with many ruby sculptures, therefore it is also named China Ruby Park or literally China Red Stone Park. In 1995, the Chinese State Council approved of it being a geological nature reserve.

15. (在阳元大桥上)大家往右看：那座山就像一个入睡的少女，从右到左是头部、颈部、胸部和腹部，轮廓分明；故此景叫“睡美人”或“玉女拦江”。

(On Yangyuan Bridge) Please look to your right at the hill in the distance. It looks like a young girl lying down to sleep: From right to left, the outlines of her head, her neck, her chest and her belly are all clearly discernible. So, this sight is called "The Sleeping Belle" or "The Beautiful Girl Blocking the River".

16. 别传寺建于清朝康熙元年(1662年)，清朝时香火极盛，是粤北三大佛教寺院之一。

This is a Buddhist monastery called Biechuan Temple. Built in 1662, the first year in the reign of

Emperor Kangxi of the Qing Dynasty, it was frequently visited by a large number of pilgrims and was one of the three largest Buddhist monasteries in Northern Guangdong.

17. 阴元石的形成已有 10 多万年了。上帝创造了伊甸园中的亚当和夏娃一对夫妻，而大自然则在丹霞山雕琢出这对夫妻石。世界就是这么奇妙！

Yinyuan Cliff was formed some one hundred thousand years ago. Just as God had sculptured the first man and his wife, Adam and Eve, in the Garden of Eden, so had Nature carved a couple of stone husband and wife in Danxia Mountain. What a wonderful world this is!

18. 在大雄宝殿内有一石壁，状似龙，其颜色会因春夏秋冬四季不同而变化；春而嫩绿，夏则深绿，秋为黄绿，冬变褐黄；故被称作变色龙。

In the Sakyamuni Hall there is a piece of rock that shapes like a dragon. It is called "Bian Se Long", meaning chameleon, because its color changes with the season like a chameleon whose color changes according to its background: It is light green in spring, dark green in summer, yellowish green in autumn and brownish yellow in winter, hence the name.

19. 活人殉葬现象商、周时期曾在中原地区盛行，但至汉朝时已基本不存在。南越王墓中发现众多殉人，说明这种残酷的殉葬制度当时仍被南越国统治阶级所沿用。

The institution of burying the living with the dead sovereigns had prevailed in Central China during the Shang and Zhou dynasties (1766-770 BC.), but was on the whole abolished in the Han Dynasty (206BC-AD220). The discovery of the sacrificial persons in the tomb of the Nanyue King shows that this cruel and savage institution was still practiced by the ruling class of the Nanyue Kingdom.

20. 此处在南越国宫殿中的位置正好与长安汉皇宫中的长乐宫所处的位置相符，它是否就是南越国宫殿中的“长乐宫”？此推断还有待证实。

They discovered that the place under excavation occupied just the same position in the Nanyue King palace as the Chang Le Gong was located in the Han imperial palace in Chang'an. Is the place where the Chang Le Gong of the Nanyue King palace was located? These questions remain yet to be decided by further studies and research work.

21. 玉衣是汉代特有的丧葬殓服，通常为金缕、银缕或铜缕，而南越王墓出土的玉衣却是丝缕，为首次发现，也是至今发现的唯一的一件丝缕玉衣。

Using jade garments as cerements for clothing the dead was a practice peculiar to the Han Dynasty. Such jade garments discovered before were sewn with gold, silver or bronze strands. But the jade garment for Zhao Mo was sewn with silk strands – the first and the only one so far discovered in China.

22. 出土的 56 块玉璧中有 47 块在主棺室；其中一块直径达 33.4 厘米，是我国考古出土玉璧中形体最大的一块玉璧。

Of the 56 pieces of jade discs, 47 were discovered in the main coffin chamber, of which one is 33.4 centimeters in diameter and is the biggest of its kind so far unearthed in archaeological excavations in China.

23. 出土的铜虎节是一件国内仅存的错金虎节。节是外交和军事上的信符，可以用来征调战车和士兵。

A bronze tally in the shape of a tiger was also discovered, which is the only gold-inlaying tiger tally still in existence in China. The tiger tally was an object of credential issued to officials as imperial authorization for troop movement or for use on diplomatic occasions.

24. 它们制作工艺精湛，极具地方特色，不但反映出南越国当时的铸造技术水平，而且是广州建城历史的重要物证。

They are all articles of excellent workmanship with distinctive local features, which not only represent the technological level of metal-casting of the Nanyue Kingdom but also serve as an evidence for the history of the founding of the city of Guangzhou.

25. 陈家祠又名陈氏书院，又是陈氏子弟读书求学的学堂。在建筑装饰艺术上，陈家祠集广东民间工艺之大成，被誉为“岭南艺术建筑明珠”，故 1959 年被辟为广东民间艺术博物馆。

The Chen Family Temple, also called Chen Clan Academy, was also a school for children of the Chen Families. In 1959, it was converted into the Guangzhou Folk Art Museum, for the temple structure itself is a comprehensive expression of the exquisite Guangdong folk arts and crafts.

26. 正门外两边墙上的砖雕描绘了两个不同的历史故事，这些砖雕是广东砖雕艺术的代表作。

On the wall, on either side of the main entrance is a picture carved on bricks, depicting different stories from Chinese historical novels. They are regarded as representative works of the exquisite Guangdong brick-carving.

27. 正门外两侧的石鼓为门第的象征。在封建旧中国，只有当某家族中有人在科举中取得进士以上的名次时才能在其宅第前安放大鼓。

The stone drums at the main entrance are a symbol of social status of the Chen family. In the feudal society of the Qing Dynasty, people could place a pair of drums in front of their house only when someone in their family had been conferred an academic degree of (or higher than) “jinshi”, a title given to the successful candidates in the imperial examination.

28. 大门上的人像为门神。最初的门神为神荼和郁垒，是传说中能制服恶鬼护卫宅第的神。他们身披盔甲，手拿绳索，丑怪凶恶。

The two portraits on the door-leaves are door-gods. Original door-gods were two legendary gods,

Shentu and Yulei, who, it is said, were able to catch ghosts and protect a house from evil spirits. Attired in fancy armors, with a rope in their hands, they looked awe-inspiring.

29. 请看这幅图案；一只母鸡和数只小鸡正在芭蕉树下悠闲自在地觅食。这些鸡其实比作现世中的两代人；而芭蕉树叶很大，"大叶"与"大业"同音，故芭蕉的大叶子比作先辈们所开创的"大业"。

Look at this picture. A hen and some chicks are walking leisurely looking for food under the shade of the big leaves of a banana tree. The chickens here are not portrayed just for chickens' sake but are likened to the present generations of the family. Also, the big leaves of the banana tree are compared to the great property or great wealth created by past generations, because the Chinese words for "big leaf" and the words for "great property" or "great wealth" are homophones of each other.

30. 后堂是陈氏族人祭祀祖先的地方。这里的神龛上安放陈氏祖先的牌位，正中最高者为陈氏远祖舜帝，后世列祖按辈分排列。

Here is the rear hall of the temple and was the place where the Chen people worshiped their ancestors. On the shrine there used to be tablets of their ancestors, which were arranged in the order of seniority in the family. The one at the top was "Emperor Shun", who was believed to be the remote ancestor of the Chen family.

六、英译汉 30 道题

1. The construction of the Sun Yat-sen Memorial Hall was completed in October 1931. It is an octagonal palace-like reinforced concrete structure, 58 meters high with a floor space of 12 thousand square meters. It looks like a traditional Chinese palace in appearance but was constructed with modern architectural technique.

1. 中山纪念堂于 1931 年 10 月建成，其主体建筑高 58 米，建筑面积 1.2 万平方米。它是一座八角形的宫殿式钢筋混凝土建筑；在外形上具有中国传统建筑艺术风格，在结构上则采用了当时最新的建筑技术。

2. Ever since he was a child, Sun Yat-sen had been influenced by the Western ideas of Christianity and democracy and this had helped him make up his mind to cure the ills of the old feudal China and turn it into a democratic and strong nation.

2. 孙中山童年时期起就受西方民主思想的影响，从小就矢志于把中国建成一个民主、富强的国

家。

3. In 1894 in Honolulu, Sun Yat-sen established the first Chinese bourgeois revolutionary organization – the Society for the Revival of China (the Xing Zhong Hui). In the following spring, he returned to Hong Kong and staged the first armed uprising against the Qing Dynasty in Guangzhou; but it ended in failure.

3. 1894年，孙中山在美国檀香山组建了中国最早的资产阶级革命团体兴中会；次年春天，在广州发动了旨在推翻满清王朝的第一次武装起义，但起义失败了。

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6. The Sun Yat-sen Memorial Hall was designed by a young Chinese architect, by the name of Lu Yan-zhi, who was born in Tianjin, graduated from Tsinghua University in Beijing and later studied architecture in Cornell University in the USA. He died of lung cancer in 1929, at the age of 36, before construction of the hall was completed.

6. 中山纪念堂由一位年轻的中国建筑师吕彦直先生设计。吕彦直出生在天津，北京清华大学毕业，后赴美国康奈尔大学学习建筑，1929年在纪念堂落成之前因患肺癌病逝，时年仅36岁。

7. The watchtower-like building in Kaiping is a structure incorporating the Chinese and Western architectural styles and combining the functions of a residence for the family and a watchtower to guard against bandits. The total number of such buildings reached 3,300 in its peak time. Nowadays

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8. Kaiping diaolou has various forms and styles. Functionally, some are housed as residential tower for a family to live in, some are communal towers jointly built by several families for use as temporary refuge and some are used as fortified residence, and watch tower for guarding against bandits.

8. 开平碉楼千姿百态、形式多样。从功能上，有用作家族居住的居楼、村人共同集资兴建的众楼以及主要用于打更放哨防匪的更楼三大类。

9. The highest and the most luxurious watchtower in Kaiping is Ruishilou. This nine-storey tower is 25 meters high and built of armored concrete. Its indoor settings and furnishings are elegantly arranged in a traditional Chinese style. So, this tower is rated as the No 1 tower in Kaiping.

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10. The Liyuan Garden is located in Beiyi Village, Tangkou town. Constructed in 1936, it was a villa garden incorporating the Chinese and Western styles. The two Chinese Characters “Li Yuan” up on the tall arched gate are its name.

10. 开平立园位于塘口镇北义乡。立园结合了中西园林的风格与情调，是于 1936 年建成的花园别墅；其高大的圆拱形门上写着“立园”二字。

11. The Liyuan Garden is divided into three areas: villa area, big garden area and small garden area. Its main structures include the arched gate with the two Chinese characters “Li Yuan”, a decorated archway with the four Chinese characters “Xiu Shen Li Ben” (meaning roughly “Cultivating Oneself to Become a Moral Person”), four pavilions on the bridges and two ancient roman-style structures (the “Bird’s Nest” and the “Vine Pavilion”).

11. 立园内有别墅区、大花园区和小花园区。主要建筑有“立园”大牌坊、“修身立本”大牌楼和四个桥亭，以及古罗马式建筑——“鸟巢”、“花藤亭”。

12. The residential buildings in the villa area are also combinations of Chinese and Western architectural elements. While their main structures are foreign-styled, some are roofed like a Chinese palace, and inside they are decorated and furnished with both Chinese and foreign artifacts.

12. 这座别墅内的居住区建筑也融合了中西建筑元素。其主体建筑结构是西式的，有些屋顶如同中国皇宫，内部装修和家具则是中西兼备。

13. Twenty-five million years ago, the place the Danxia Mountain situated used to be a vast expanse of a low-lying lake. Later, movements of the earth's crust made it rise above the ground and the water receded away, thus turning it into a mountain and the former sediment at the bottom of the lake gradually oxidized and became red rocks.

13. 2500 万年以前，丹霞山所处的地方原是一片低平的湖泊，后来因地壳运动的作用，地面上升，湖水尽退，形成了高耸的山峰；原来湖底的沉积物受到氧化作用，变成了红色的岩石。

14. Places featuring Danxia Landform can be found in all continents of the world except Antarctica, such as the Great Canyon of the United States and some areas in Saxony of Germany. But, the Danxia Mountain is the largest and the most beautiful and typical of its kind.

14. 世界各大洲除南极洲外均有丹霞地貌，如美国的大峡谷和德国萨克逊一些地区，而丹霞山是世界上这类地貌中面积最大、发育最典型、风景最优美的地区。

15. According to geological studies, this stone column was once part of the cliff and it is over three hundred thousand years since Mother Nature severed it from the mountain body and carved it into this shape.

15. 据专家考证，阳元石原为山体石壁的一部分，大自然的鬼斧神工把它从山体中分离出来并雕琢成这个样子，至今已有 30 万年了。

16. The Danxia Mountain covers an area of 319 square kilometers, in which over 600 red rock peaks stand out well against the woods of green, a sight that reminds one of a large garden with many ruby sculptures, therefore it is also named China Ruby Park or literally China Red Stone Park. In 1995, the Chinese State Council approved of it being a geological nature reserve.

16. 丹霞山的总面积为 319 平方公里，有大小石峰 600 多座，宛如一方红宝石雕塑园，故又称“中国红石公园”，并于 1995 年被国务院批准为国家地质自然保护区。

17. Please look to your right at the hill in the distance. It looks like a young girl lying down to sleep: From right to left, the outlines of her head, her neck, her chest and her belly are all clearly discernible. So, this sight is called “The Sleeping Belle” or “The Beautiful Girl Blocking the River”.

17. 大家往右看：那座山就像一个入睡的少女，从右到左是头部、颈部、胸部和腹部，轮廓分明；故此景叫“睡美人”或“玉女拦江”。

18. In the Sakyamuni Hall there is a piece of rock that shapes like a dragon. It is called “Bian Se Long”, meaning chameleon, because its color changes with the season like a chameleon whose color changes according to its background: It is light green in spring, dark green in summer, yellowish green in autumn and brownish yellow in winter, hence the name.

18. 在大雄宝殿内有一石壁，状似龙，其颜色会因春夏秋冬四季不同而变化；春而嫩绿，夏则深绿，秋为黄绿，冬变褐黄；故被称作变色龙。

19. The tomb of Zhao Mo was discovered in 1983, 20 meters under the Elephant Hill at Jiefangbei Road in Guangzhou. With an area of about 100 square meters, it is constructed with 750 blocks of red sandstones and is divided into the front and the rear sections, with 7 chambers in all.

19.南越王墓于 1983 年发现，位于广州解放北路的象岗山上，陵墓深入地下 20 米，用 750 多块红色砂岩石筑成；面积约 100 平方米，分前后两部分，共七个室。

20. The Nanyue King’ s tomb is the most important Han tomb so far discovered in South China - its size is the largest, the political and social status of its occupant is the highest and the number of historical relics unearthed is the greatest - and so is considered as one of the 5 major archaeological finds in modern China.

20.南越文王墓是迄今为止在岭南地区发现的最重要的一座汉墓，其规模最大、出土文物最丰富、墓主人身份最高，因此被誉为近代中国考古的五大新发现之一。

21. The emperor’s seals recorded in historical documents are said to be made of white jade with a handle of a tiger, but this seal of Zhao Mo’s is made of gold with a handle of a dragon. It was made in the Nanyue Kingdom and was the real seal that Zhao Mo actually used during his lifetime.

21.文献记载的帝印是白玉质螭虎钮印，而南越国赵昧这枚帝印是金质蟠龙钮印，是南越国自铸、赵昧生前实用之印。

22. Among them a chime of bronzes is especially worth mentioning, which is called “Gou Diao”, 8 pieces in all, are casted with an epigraph “Made in the Official Conservatory in the Ninth Year of Emperor Wen”, which shows that the instrument was made in the Nanyue Kingdom in the year 129 BC. And, although over 2100 years old, they are still incredibly amazing to produce clear and accurate notes!

22.其中特别值得一提的是一套句鑃，8 件青铜编钟表面铸有“文帝九年乐府工造”的字样，说明此乐器是公元前 129 年制造，历经 2100 多年的历史，音质尚好，仍可演奏，弥足珍贵。

23. Judging from its shape and ornamental design, which are greatly different from those of the traditional Chinese silverware, and by chemical analysis of the pills, archaeologists believe that it is a

product imported from overseas Persia and its contents are a kind of Arabian medicine.

23. 该盒从造型及纹饰工艺特点来看与中国传统银器的风格迥异；经化学分析和专家研究，认为是波斯产品，里面的药丸很可能是阿拉伯药，因此该银盒为海外舶来品

24. This jade garment, 1.73 meters long, is made of 2291 pieces of jade that are strung together with red silk strands, forming different beautiful patterns with bright colors.

24. 整件玉衣全长 1.73 米，共用玉片 2291 块，用朱红丝带粘贴，构成多重图案，色彩鲜艳夺目。

25. The Chen Family Temple, also called Chen Clan Academy, was also a school for children of the Chen Families. In 1959, it was converted into the Guangzhou Folk Art Museum, for the temple structure itself is a comprehensive expression of the exquisite Guangdong folk arts and crafts.

25. 陈家祠又名陈氏书院，又是陈氏子弟读书求学的学堂。在建筑装饰艺术上，陈家祠集广东民间工艺之大成，被誉为“岭南艺术建筑明珠”，故 1959 年被开辟为广东民间艺术博物馆。

26. The stone drums at the main entrance are a symbol of social status of the Chen family. In the feudal society of the Qing Dynasty, people could place a pair of drums in front of their house only when someone in their family had been conferred an academic degree of (or higher than) “jinshi”, a title given to the successful candidates in the imperial examination.

26. 正门外两侧的石鼓为门第的象征。在封建旧中国，只有当某家族中有人在科举中取得进士以上的名次时才能在其宅第前安放大鼓。

27. The two portraits on the door-leaves are door-gods. Original door-gods were two legendary gods, Shentu and Yulei, who, it is said, were able to catch ghosts and protect a house from evil spirits. Attired in fancy armors, with a rope in their hands, they looked awe-inspiring.

27. 大门上的人像为门神。最初的门神为神荼和郁垒，是传说中能制服恶鬼护卫宅第的神。他们身披盔甲，手拿绳索，丑怪凶恶。

28. At the tops of the balusters are carved several kinds of fruit that abound in South China: peach, star-fruit, papaya, lychee and so on. They are symbolic offerings to the Chen family’s ancestors.

28. 平台的栏杆柱顶端分别雕有各种岭南佳果，如蟠桃、杨桃、木瓜、荔枝等。这是陈氏族人向他们的祖先供奉的象征性的供品。

29. The rear hall of the temple was the place where the Chen people worshiped their ancestors. On the shrine there used to be tablets of their ancestors, which were arranged in the order of seniority in the family. The one at the top was “Emperor Shun”, who was believed to be the remote ancestor of the Chen family.

29. 后堂是陈氏族人祭祀祖先的地方。这里的神龛上安放着陈氏祖先的牌位，正中最高者为陈氏远祖舜帝，后世列祖按辈分排列。

30. The picture suggests that a young man is quick to learn but a man of great learning needs

years to shape or illustrates the meaning of an English proverb "Rome was not built in a day ". This is to encourage people to study with perennial efforts.

30. 此图比喻年青人学习进步很快，但要在学业上有所成就，却并非一朝一夕的事，很可能要到晚年才成大器。