

高等职业教育旅游类专业系列教材

《旅游服务英语》

教材试题集

Unit One

Preliminary Work

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. Tourism and hospitality is a fast growing industry in the world.()
2. The transportation for tourism doesn't include a bicycle. ()
3. Transportation, sightseeing, and accommodation, these three aspects of the hospitality industry can be developed independently. ()

Task Two Answer the following questions according to Reading A.

1. What do you hope to do when you visit an unfamiliar place?
_____.
2. What should be done to improve Yunnan's tourism and hospitality industry?
_____.

Task Three Work in pairs. Try to search some basic information about tourism industry in your hometown or in China, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading B.

1. You will visit two cities according to this traveling program.()
2. If you want to find the local specialties and snacks of Shanghai, you can go to the City God Temple. ()
3. The West Lake is known as "the first lake on earth". ()

Task Two Answer the following questions according to Reading B.

1. What is Mount Huang famous for?
_____.
2. Do you hope to travel in Shanghai? Why or Why not?
_____.

Task Three Work in pairs. Try to search some basic information about the traveling program in your hometown or the famous tourist cities in China, read and share with your classmates.

Listening and speaking

Dialogue 1 Enquiring about a domestic package tour through phone

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are calling a travel agency to ask for travel information. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss how to acquire travel information.

Dialogue 2 Discussing the quotation

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a sales manager of a tour organizing agency, and you're talking with an operator of a local tour agency. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss how to confirm the quotation.

Dialogue 3 Confirm Itinerary

Task 1: Listen to the dialogue and fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a sales manager of a tour organizing agency, and you're confirming the itinerary with an operator of a local tour agency. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss the importance of confirming the itinerary for the trip.

Writing

Task 1 Read the following email and sum up the main steps of replying to an inquiry email, then write it down.

Task 2 Suppose you are a customer service representative of Kunming Comfort Travel Service. Reply to the following inquiry email with reference to the above model.

To whom it may concern:

I'm interested in the 6-Days tour from Kunming to Dali and Lijiang that you have proposed. I'll appreciate it very much if you can provide me more information about the trip such as destinations, total cost, tourist number and its itinerary.

Looking forward to your reply.

Sincerely yours,
Robert Johnson.

Task 3 Design an Itinerary of a Seven-day Tour of a tourist City in China according to the model of Reading B.

Project

This project aims to go through the whole process of booking a tour and confirming the itinerary before traveling. The whole task is divided into four steps.

Step one

- Divide the class into several small groups of 2--4 students;

Step two

- Discuss in groups and sum up the main steps in the preparation work;

Step Three

- Role play—make dialogues about the process of booking a tour and confirming itinerary before starting a tour.

Step Four

- Try to write down the main information about your booking, and then deliver the itinerary checking process with your partner (tour guide) in front of the class.

Self-assessment

Task 1 Rate your practical skill progress in each part of the form. Note: tasks in Unit 1.

1. I can book a tour.
2. I can design an itinerary.
3. I can I introduce an itinerary.
4. I know the steps of replying to an inquiry email from clients.

Practical Skills Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.	
Demonstrated Knowledge of	Be able to identify and describe	Be able to identify and describe	Be able to identify and describe	Be able to identify and describe	

Theory	necessary theories for completion of the task.	necessary theories for completion of the task with minor assistance.	necessary theories for completion of the task with some assistance.	necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total Score					

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:			Name:	Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be	Usually does the assigned work-rarely	Rarely does the assigned work-often	Always relies on others to do the	

	reminded.	needs reminding.	needs reminding.	work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total Score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates	Speaks and/or writes quite well and shows some concern to improve these skills.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much	Speaks and/or writes poorly and rarely makes an effort to communicate.	

	active communication techniques.	Generally makes an effort to actively communicate.	effort to initiate communication.		
Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total Score					

Unit 2

Receiving Tourists

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. Kunming Wujiaaba International Airport was the main airport serving Kunming.
2. Kunming Changshui Airport is expected to handle 38 million every year by 2010.()
3. Kunming Changshui Airport consists of three terminal buildings. ()

Task Two Answer the following questions according to Reading A.

1. How important is Changshui International Airport for Yunnan to develop tourism?
_____.

2. What are the advantages of traveling by air?
_____.

Task Three Work in pairs. Try to search some basic information about the airports in your hometown or in China, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading B .

1. Kunming was important during World War II as a Chinese military center, American air base, and transport terminus for the Burma Road. ()
2. The Stone Forest, Dian Lake and Yulong Snow Mountain are all scenic wonders of Kunming. ()
3. Kunming has the largest population of all the cities of Yunnan. ()

Task Two Answer the following questions according to Reading B.

1. Why is Kunming called the spring city?
_____.

2. What makes Kunming one of the excellent tourist destination cities in China?
_____.

Task Three Work in pairs. Try to search some basic information about the famous tourist cities in China, read and share with your classmates.

Listening and speaking

Dialogue 1 Confirming the Group Information

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide, and you're confirming the group information when meeting the tourists at the airport. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss how to confirm the group information.

Dialogue 2 Checking luggage

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide, and you're helping to check the luggage of the group of tourists before departure. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss the importance of checking luggage of the group before departure.

Dialogue 3 Dealing with lost luggage

Task 1: Listen to the dialogue and fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide, and you're helping the tourist deal with his lost luggage at the airport. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss how to deal with the tourist's lost luggage.

Writing

Task 1 Read the following welcome speech and sum up the main steps of delivering a welcome speech, then write it down.

Task 2 Suppose you are a tour guide. Write a welcome speech to a tour group from abroad with reference to the above model.

Task 3 Write an article about your hometown introduction according to the model of Reading B.

Project

This project aims to go through the whole process of making preparations before receiving a tour group. The whole task is divided into four steps.

Step one

- Divide the class into several small groups of 2--4 students;

Step two

- Discuss in groups and sum up the main steps in the preparation work;

Step Three

- Role play—make dialogues about the process of receiving a tour group.

Step Four

- Try to remember the main information about the airport in your city, and give a presentation in front of the class.

Self-assessment

Task 1 Rate your Practical Skill progress in each part of the form. Note: tasks in Unit 2.

1. I can meet or greet a tour group.
2. I can manage emergencies in the place of arrival.
3. I can make a welcome speech.
4. I can introduce the destination on the tour bus.

Practical Skills Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.	
Demonstrated Knowledge of Theory	Be able to identify and describe necessary theories for completion of the task.	Be able to identify and describe necessary theories for completion of the task with minor assistance.	Be able to identify and describe necessary theories for completion of the task with some assistance.	Be able to identify and describe necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	

Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total score					

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be reminded.	Usually does the assigned work-rarely needs reminding.	Rarely does the assigned work-often needs reminding.	Always relies on others to do the work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	
Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

Unit 3

Accommodation Service

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. InterContinental Sanya Resort is located in Hainan Province.()
2. InterContinental Sanya Resort is far from the airport.()
3. InterContinental Sanya Resort offers an international menu for diverse tastes. ()

Task Two Answer the following questions according to Reading A.

1. Why is InterContinental Sanya Resort an eco-friendly hotel?
_____.
2. What measures do you think a hotel should be taken to reduce carbon dioxide emissions?
_____.

Task Three Work in pairs. Try to search some basic information about the hotels in your hometown or in China, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading B .

1. Starwood Hotels &Resorts offer all-inclusive services.()
2. Budget hotels with related facilities are preferred by business travelers.()
3. Railway hotels offer home style rooms and meals. ()

Task Two Answer the following questions according to Reading B.

1. What kind of hotel would you like to stay at when you go traveling?
_____.
2. Do you know any unique hotels in the world? Describe one or two.
_____.

Task Three Work in pairs. Try to search some basic information about the hotel industry development in your hometown or in China, read and share with your classmates.

Listening and speaking

Dialogue 1 Hotel check-in

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide, and you're helping the tourist with hotel check-in. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss the procedures of hotel check-out.

Dialogue 2 Introducing hotel facilities and services

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide, and you're introducing hotel facilities and services to the tourists. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss how to introduce hotel facilities and services. .

Dialogue 3 Discussing the itinerary with the tour escort.

Task 1: Listen to the dialogue and fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide, and you're talking with the tour leader about the itinerary. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss how to talk about the itinerary.

Writing

Task 1 Read the following reservation email and fill in the Hotel Reservation Card, sum up the main information needed in a hotel reservation.

Dear Ms Wang,

My name is Li Yan and I am from the Seagull Overseas Travel Agency. I contacted you last Friday, and thank you for your kind reply. I'd like to reserve rooms for my Australian tourists. Have you got any vacancies from March 15th to 17th? We have 20 people requesting nine double rooms and two single rooms with city views. We would like the corporate room rates of 500 RMB for a double room and 450 RMB for a single room per room per night as usual. The group will arrive around 3:00 p.m. on the 15th, and check out at 9:00 a.m. on the 17th. Please arrange for a wake-up call at 7:00 a.m. to each room every day. A name list and passports will be ready for you to make registrations when they check in. Please give me a confirmation letter once the rooms are reserved. If you have any questions, please feel free to contact me. My phone number is 135xxxxxxx.

Sincerely yours,

Li Yan

Hotel Reservation Card

Surname First Name Gender

Nationality Passport No.

Arrival Date	Departure Date
Room Type	Room Rate
No. of Rooms	No. of Guests
Booked by	Tel
Approved by	Taken by
Remarks	
Date	

Task 2 Suppose you are a tour guide in Beijing. Write an email to Mr. Xu of JW Marriott Hotel Beijing to make a reservation with reference to the above model.

Task 3 Design a briefing of a famous hotel in China according to the model of Reading A.

Project

This project aims to go through the whole process of hotel check-in and introduction to hotel facilities and surroundings. The task is divided into four steps.

Step One

·Divide the class into several small groups of 2--4 students;

Step Two

·Discuss in groups and sum up the main steps in the hotel check-in.

Step Three

Role play — make dialogues about receiving a tour group;

Step Four

·Try to make an introduction of a hotel facilities and surroundings in your city. Perform it in front of the class.

Self-assessment

Task 1 Rate your Practical Skill progress in each part of the form. Note: tasks in Unit 3.

1. I can help with check-in.
2. I can help the problems occurring when checking in.
3. I can introduce the main facilities in hotels and arrange hotel service.
4. I can discuss the tour schedule with the tour leader.

Practical Skills Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	

Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.	
Demonstrated Knowledge of Theory	Be able to identify and describe necessary theories for completion of the task.	Be able to identify and describe necessary theories for completion of the task with minor assistance.	Be able to identify and describe necessary theories for completion of the task with some assistance.	Be able to identify and describe necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total score					

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team	Performs all duties of	Performs nearly all	Performs very few	Does not perform	

role duties	assigned team role.	duties.	duties.	any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be reminded.	Usually does the assigned work-rarely needs reminding.	Rarely does the assigned work-often needs reminding.	Always relies on others to do the work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	

Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	
Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

Unit 4

Sightseeing Service

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. The Stone Forest was put on the list of World Cultural Heritage sites by UNESCO. ()
2. The Stone Forest is one of the four best places to visit in China. ()
3. The Small Stone Forest is characterized by stones standing apart. ()

Task Two Answer the following questions according to Reading A.

1. Why is the Stone Forest ranked No. One among the various karst land formations in China?
_____.
2. Why is the huge stone called Ashima the most attractive in the Small Stone Forest?
_____.

Task Three Work in pairs. Try to search some basic information about famous attractions in your hometown, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading B .

1. The Forbidden City was listed by UNESCO as a world cultural heritage site in 1987. ()
2. The Palace is divided into two parts: the Outer Court and the Inner Palace. ()
3. The Outer Court was the living quarters for the emperor. ()

Task Two Answer the following questions according to Reading B.

1. How many emperors of the Ming and Qing Dynasties ruled China in the Forbidden City?
_____.
2. What does the Outer Court consist of?
_____.

Task Three Work in pairs. Try to search some basic information about the attractions in China, read and share with your classmates.

Listening and speaking

Dialogue 1 Talking with the Tour Leader about the Program for the Next Day

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide and is discussing with the tour leader about the program for the next day. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss how to arrange the tour program for the next day.

Dialogue 2 Scenic Briefing

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide and is guiding a tour group to a tourist attraction. Practice making an introduction to the tourist attraction according to the model in dialogue 2.

Task 3: Work in pairs. Discuss how to introduce a tourist attraction to tourists.

Dialogue 3 Answering tourists' questions about scenic spots

Task 1: Listen to the conversation and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide and is guiding a tour group to a tourist attraction. Practice answering tourists' questions about the tourist attraction according to the model in dialogue 3.

Task 3: Work in pairs. Discuss some tips when answering tourists' questions.

Writing

Task 1 Read the following brief introduction and sum up the useful expressions for an introduction to a scenic spot, then write it down.

Task 2 Suppose you are a local tour guide. Write a brief introduction to a scenic spot in your hometown with reference to the above model.

Task 3 Design a briefing of a famous scenic spot in China according to the model of Reading A and Reading B.

Project

This project aims to go through the whole process of discussing the program with tour leader, giving introduction to scenic spots and answering tourists' questions.

The whole task is divided into four steps:

Step One

·Divide the class into several small groups of 2--4 students;

Step Two

·Discuss the steps of a scenic spot presentation;

Step Three

Role play —— make dialogues about scenic spots introduction;

Step Four

·Perform the attraction introduction in front of the class.

Self-assessment

Task 1 Rate your Practical Skill progress in each part of the form. Note: tasks in Unit 4.

1. I can guide a tour group.
2. I can make pre-guiding arrangement.
3. I can introduce the attractions.
4. I can answer tourists' questions.

Practical Skills Assessment Rubric						
Ref. No:				Name:		
Class:				Score		
Score	4	3	2	1		
Criteria	Excellent	Good	Poor	Very Poor		
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.		
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.		
Demonstrated Knowledge of Theory	Be able to identify and describe necessary theories for completion of the task.	Be able to identify and describe necessary theories for completion of the task with minor assistance.	Be able to identify and describe necessary theories for completion of the task with some assistance.	Be able to identify and describe necessary theories for completion of the task with limited effectiveness.		
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.		
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.		
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.		
Total score						

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be reminded.	Usually does the assigned work-rarely needs reminding.	Rarely does the assigned work-often needs reminding.	Always relies on others to do the work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	

Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	
Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

Unit 5

Food Service

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. Beijing Roast Duck is usually sliced in the kitchen by a chef. ()
2. The way of eating Beijing Roast Duck includes two steps. ()
3. Beijing Roast Duck was ranked first in the list of "10 Foods Around The World To Try Before You Die" in 2012. ()

Task Two Answer the following questions according to Reading A.

1. What does a freshly roast duck look like ?
_____.
2. What is usually served together with Beijing Roast Duck ?
_____.

Task Three Work in pairs. Try to search some basic information about the local food in your hometown, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. Chinese, French and Turkish cuisines are called “Three Grand Cuisines” in the world.()
2. Shandong cuisine prefer the use of lots of chili and spices to lots of garlic and scallions.()
3. Today, it’s very hard for us to find Chinese food in other countries.()

Task Two Answer the following questions according to Reading A.

1. What are the main cooking methods used by Chinese chef ?
_____.
2. Why are the Eight Styles of Chinese Cuisine different from one another?
_____.

Task Three Work in pairs. Try to search some basic information about the food and beverage industry development in China, read and share with your classmates.

Listening and speaking

Dialogue 1 Meal arrangements

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide and is introducing meal arrangement to a tour leader. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss how to introduce food service for tourists.

Dialogue 2 Trying some local food

Task 1 : Listen to the dialogue and then fill in the blanks with what you hear.

Task 2 : Work in pairs. Suppose you are a tour guide and is recommending some local food to the tourists. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss how to recommend the local food to the tourists.

Dialogue 3 Introduce the local food

Task 1 :Listen to the dialogue and then fill in the blanks with what you hear.

Task 2 : Work in pairs. Suppose you are a tour guide and is introducing a local food to the tourists. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss how to introduce the local food to the guests.

Writing

Task 1 The following is a dinner reservation letter written by a tour guide. Read it and fill in the reservation form below.

Dear Sir/Madam,

I am Jessica, a tour guide of Sunshine Travel Agency. I am writing to make a dinner reservation for a tour group. We will get your restaurant around 5:30 p.m. this Saturday, t December 19. There will be 25 people, 21 adults and 4 children. Please arrange us two tables for ten in non-smoking area and one table for five in smoking area. Two highchairs for babies are also required. Would you please reserve the tables by the window for us? I'd like to show my guests the wonderful night view of Shanghai. By the way, all the guests don't like spicy and fatty food, but they all prefer food that is a little bit sour. It would be great if you could provide them ice water instead of hot tea.

Thank you for your attention to my email and I look forward to receiving a letter of confirming my reservation.

Sincerely,

Jessica
Sunshine Travel Agency
Tel: 65169696

Reservation Form	
Name	
Telephone Number	
Reservation Time/Date	
Number of Diners	
Smoking or Non-smoking	
By the window or in the corner	
Special Requests	

Task 2 Suppose you are a tour guide of a travel agency. Write an e-mail to make a dinner reservation for your tour group with reference to the above model.

Task 3 Design a briefing introduction of a famous local food dish in your hometown or in China according to the model of Reading A.

Project

This project aims to go through the whole process of the procedures of food ordering, make a table reservation and make introductions on traditional Chinese food culture. The whole task is divided into four steps:

Step One

Divide the class into several small groups of 2--4 students;

Step two

Discuss the main steps in the restaurant service;

Step Three

Role play—make dialogues about the process of restaurant service;.

Step Four

Make introduction on traditional Chinese food culture and dishes.

Self-assessment

Task 1 Rate your Practical Skill progress in each part of the form. Note: tasks in Unit 5.

1. I can help the tourists order food.
2. I can introduce traditional Chinese food culture and dishes.
3. I know how to meet tourists requests on food service.
4. I know how to write a dinner reservation letter.

Practical Skills Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.	
Demonstrated Knowledge of Theory	Be able to identify and describe necessary theories for completion of the task.	Be able to identify and describe necessary theories for completion of the task with minor assistance.	Be able to identify and describe necessary theories for completion of the task with some assistance.	Be able to identify and describe necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total score					

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	

Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be reminded.	Usually does the assigned work-rarely needs reminding.	Rarely does the assigned work-often needs reminding.	Always relies on others to do the work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	

Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	
Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

Unit 6

Shopping and Entertainment Service

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. Many foreign visitors come to China for business or travel every year. ()
2. Many foreign tourists travel around China without doing any shopping. ()
3. Cloisonne wares produced from the Yangzhou Cloisonne Factory enjoy a high fame at home and abroad. ()

Task Two Answer the following questions according to Reading A.

1. Why is China called a shoppers' paradise?
_____.
2. How many arts and crafts have been listed in the passage?
_____.

Task Three Work in pairs. Try to search some basic information about the souvenirs in your hometown or in China, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading B .

1. Beijing Opera is the product of the merging of Anhui and Hubei opera styles in the early 18th and 19th centuries in Beijing. ()
2. Acting in Beijing Opera is limited to time and space. ()
3. Music and singing are the basic parts in Beijing Opera. ()

Task Two Answer the following questions according to Reading B.

1. What does the color red stand for in Beijing Opera?
_____.
2. Why is Beijing Opera a pearl in Chinese traditional art forms?
_____.

Task Three Work in pairs. Try to search some basic information about the entertainment activities in your hometown or in China, read and share with your classmates.

Listening and speaking

Dialogue 1 Suggestions for shopping

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide and is recommending some local specialties to the tourists. Practice making a dialogue according to the model in dialogue.

Task 3: Work in pairs. Discuss how to give suggestion to guests on shopping.

Dialogue 2 Offering help to the guests on shopping

Task 1: Listen to the dialogue and then fill in the blanks with what you hear.

Task 2: Work in pairs. Suppose you are a tour guide and is answering tourists' questions about shopping. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss how to offer help to guests on shopping.

Dialogue 3 Introducing the local show

Task 1 : Listen to the dialogue and then fill in the blanks with what you hear.

Task 2 : Work in pairs. Suppose you are a tour guide and is introducing a local show to tourists. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss how to introduce a local show to guests.

Writing

Task1. Read the following passage and sum up the main features of temple fairs in Beijing, then write them down.

Foreigners who visit Beijing during the Spring Festival will be lucky to have the opportunity to attend some of the temple fairs taking place at this time.

There are dozens of temple fairs in Beijing and the oldest and the most famous is the Changdian Temple Fair. There are many colorful traditional Chinese crafts to buy and many Chinese performances to see there.

Apart from traditional temple fairs like the Changdian Temple Fair, there are also temple fairs with specific feature. For example, the Shijingshan Temple Fair, which started in 2000, has a foreign influence. It is almost like a foreign carnival with exotic performances, ice and snow parties, and special programs for children.

A different type of fair is held at the Olympic Park, where instead of eating snacks and watching performances as at a traditional temple fair, events are more interactive. People can practice yoga or try boxing or rock climbing under the instruction of coaches.

Task 2 Suppose you have received an email from a foreign tour leader who is asking for details of the tour entertainment programs and shopping arrangement. Write a reply letter based on the information below.

Entertainment programs: Beijing Opera show and Chinese acrobatics show.

Shopping arrangement: One night to visit a local night market and one day for shopping..

Task 3 Recommend Chinese souvenirs or different types of entertainment to tourists according to the model of Reading A and Reading B. Write it down and share it with your classmates.

Project

This project aims to go through the important contents in relevant to shopping and the introduction of the local entertainment. The whole task is divided into four steps.

Step One

Divide the class into several small groups of 2--4 students;

Step Two

·Discuss in groups and sum up steps of offering help to guests on shopping and introducing local show.

Step Three

·Role play — make dialogues about helping guests on shopping and local show introduction.

Step Four

·Make introductions about the local products in your hometown and typical local show in front of the class.

Self-assessment

Task 1 Rate your Practical Skill progress in each part of the form. Note: tasks in Unit 6.

1. I can introduce and recommend traditional tourist souvenirs.
2. I can offer help during shopping.
3. I can introduce and recommend local show.
4. I can handle shopping-related problems.

Practical Skills Assessment Rubric					
Ref. No:	Name:		Class:		
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited	

Directions				effectiveness.	
Demonstrated Knowledge of Theory	Be able to identify and describe necessary theories for completion of the task.	Be able to identify and describe necessary theories for completion of the task with minor assistance.	Be able to identify and describe necessary theories for completion of the task with some assistance.	Be able to identify and describe necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total score					

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned	Usually does the	Rarely does the	Always relies on	

	work without having to be reminded.	assigned work-rarely needs reminding.	assigned work-often needs reminding.	others to do the work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:			Name:	Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	

Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

Unit 7

Seeing Off Service

Reading A

Task One Decide whether the following statements are true (T) or false (F) according to Reading A .

1. Yunnan province shares its borders with three countries. ()
2. Yunnan already has four international railways linking the province with Vietnam, Laos and Thailand. ()
3. The flight from Kunming to Mandalay takes about two hours. ()

Task Two Answer the following questions according to Reading A.

1. In order to speed trade and communication, what has Yunnan province been working hard to do?

2. What does the Belt and Road Initiative focus on?

Task Three Work in pairs. Try to search some basic information about the Belt and Road Initiative, read and share with your classmates.

Reading B

Task One Decide whether the following statements are true (T) or false (F) according to Reading B

1. You should arrive at the airport right before your plane takes off. ()
2. If you check in at a self-service kiosk, you will still need to check your bags at the counter if you have any. ()
3. The flight attendants usually seat economic-class passengers and those who need assistance first. ()

Task Two Answer the following questions according to Reading B.

1. Where can you check your luggage before taking airplane ?

2. What will be checked when you go through security?

Task Three Work in pairs. Try to search some basic information about airline rules and share with your classmates.

Listening and speaking

Dialogue 1: Arranging the Itinerary for Departure

Task 1: Listen to the dialogue and then fill in the blanks with what you hear in dialogue 1.

Task 2: Work in pairs. Suppose you are a tour guide, is discussing the itinerary with the tour leader. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss how to arrange the itinerary for departure.

Dialogue 2: Handling Luggage

Task 1: Listen to the dialogue and then fill in the blanks with what you hear in dialogue 2.

Task 2: Work in pairs. Suppose you are a tour guide, is telling the tourists with the luggage reminders. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss how to remind tourists of the luggage packing and how to check the luggage.

Dialogue 3: Help with check-out

Task 1: Listen to the dialogue and fill in the blanks with what you hear in dialogue 3.

Task 2: Work in pairs. Suppose you are a tour guide, is discussing with the tour leader with check-out. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss the procedures regarding the hotel check-out.

Writing

Task 1 Read the following farewell speech and sum up the main steps of delivering a farewell speech, then write it down.

How time flies! Your visit to Kunming is drawing to a close. Please allow me to take this opportunity to say a few words before you leave.

First of all, I wish to thank you for the cooperation and support you have given me in the past three days. It's been a good experience for me to accompany you all the way. Everyone in the group has been so friendly and understanding. I appreciate it very much.

Tomorrow morning you will be leaving Kunming for Chengdu by plane. It's a pity that you cannot stay in our city any longer. There is an old Chinese saying "No feast can last forever." I really hate to do this, but the time has come for us to say goodbye.

I hope you have enjoyed your stay here. If there's anything you aren't satisfied with my work, please tell me so that I can do better in the future. And I hope to see you again in the future. Wish you another pleasant journey and happy to meet you again.

Thank you!

Task 2 Suppose you are a tour guide of Lijiang. Write a farewell speech to a tour group from abroad with reference to the above model.

Task 3 Write down the airline rules about what can be taken on board in hand luggage, share with your classmates.

Project

This Project aims to go through the whole process of making preparations before the tour ends. The whole task is divided into four steps.

Step One

Divide the class into several small groups of 2--4 students;

Step Two

·Discuss in groups and sum up the main steps in the process of preparations before seeing off the tour group.

Step Three

·Role play — make dialogue about the process of preparations before seeing off the tour group.

Step Four

·Try to give a successful farewell speech in front of the class.

Self-assessment

Task 1 Rate your practical skill progress in each part of the form. Reference: tasks in Unit 7.

1. I can make preparations before tour ends.
2. I can help with hotel check-out.
3. I can give reminders prior to the tour end.
4. I can make a good-bye speech.

Practical Skills Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.	
Demonstrated	Be able to identify and	Be able to identify	Be able to identify	Be able to identify and	

Knowledge of Theory	describe necessary theories for completion of the task.	and describe necessary theories for completion of the task with minor assistance.	and describe necessary theories for completion of the task with some assistance.	describe necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total score					

Task 2 Rate your project-work collaboration progress in the following form..

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be	Usually does the assigned work-rarely	Rarely does the assigned work-often	Always relies on others to do the	

	reminded.	needs reminding.	needs reminding.	work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in the following form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring empathy.	Is deliberately disrespectful and makes fun of others.	
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	
Respectfulness	Always shows respect for	Usually respects of	Sometimes	Rarely	

s	rights, property, and opinions of others.	the rights, property, and opinions of others.	demonstrates regard for the rights, property, or opinions of others.	demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

Unit 8

Following-Up Service

Reading A

Task One : Decide whether the following statements are true (T) or false (F).

1. You have to say sorry, when managing a complaint. ()
2. There is no need to say how you have managed the complaint. ()
3. You should do nothing, if a tourist complains for no good reason. ()

Task Two: Answer the following questions.

1. What can complaint management do?

2. How can you sweeten your response?

3. Why cannot the guide be blamed for the extra expense?

Task Three Work in pairs. Try to search more information about how to manage a complaint, read and share with your classmates.

Reading B

Task One : Decide whether the following statements are true (T) or false (F).

1. Ms. Thomas will receive the refund directly from David Lee. ()
2. Ms. Thomas has been treated badly by her local guide. ()
3. David Lee's company is based in Dali. ()

Task Two : Answer the following questions.

1. Why do you need to respond to a complaining tourist as soon as you can?

2. If you make a promise that you can not keep, what is the most likely result?

3. What is the job title of David Lee?

Task Three Work in pairs. Try to search more information about how to manage follow-up work after seeing off the tourists, read and share with your classmates.

Reference websites :

<https://www.wikipedia.org/>

<https://www.wikitavel.com>

Listening and speaking

Dialogue 1 Dealing with problems

Task 1: Listen to the dialogue and then fill in the blanks with what you hear in dialogue 1.

Task 2: Work in pairs. Suppose you are a tour guide, is dealing with problems left by tourists. Practice making a dialogue according to the model in dialogue 1.

Task 3: Work in pairs. Discuss how to deal with problems left over by tourists.

Dialogue 2 Meeting tourists' requirements

Task 1: Listen to the dialogue and then fill in the blanks with what you hear dialogue 2.

Task 2: Work in pairs. Suppose you are a tour guide, is dealing with the requirements by tourists. Practice making a dialogue according to the model in dialogue 2.

Task 3: Work in pairs. Discuss in group how to fulfill the requests given by tourists after the tour.

Dialogue 3 Replying to tourists' complaints

Task 1: Listen to the dialogue and fill in the blanks with what you hear in dialogue 3.

Task 2: Work in pairs. Suppose you are a tour guide, is replying to tourists' complaints. Practice making a dialogue according to the model in dialogue 3.

Task 3: Work in pairs. Discuss in group how to reply to tourists about complaints.

Writing

Task 1 One of your tour members, Ms. Lance, has complained about the substandard service she received during her two-day visit to Yangzhou. Read the following response and compare it with Reading B. Discuss with your partner which response is better and write down your reasons.

Dear Ms Lance,

Thank you for taking time to contact us to explain your problem. Our team is reviewing the information that you sent us one month ago. In your complaint letter, you mentioned the service was not up to standard, but we have not heard any complaint from other tour members, and our tour guide in Yangzhou did not report anything unusual. If you can, please send us some new information, like a picture or a video that you took with your mobile phone. We are afraid that there is nothing we can do before the new information arrives.

Anyway, we regret any inconvenience you have experienced. If you need further assistance, you may contact us at our official website.

Thank you for giving us the opportunity to assist you. And please remember we have a strong commitment to offering top quality service and keeping all our customers happy.

Sincerely,

Mary Davis

Manager of Customer Service Department

Task 2 Write your own response letter to Ms. Lance. You may use Reading B as an example.

Task 3 Write your own response letter to a tourist's letter of appreciation. You may use the second picture in Lead-in part as an example.

Project

This project aims to go through Dealing with problems from tourists; meeting tourists' requirements; reply to tourists' complaints. The whole task is divided into four steps.

Step One

·Divide the class into several small groups of 2--4 students;

Step Two

·Discuss in groups and sum up the main steps in dealing with problems left over by tourists;

Step Three

·Role play — Make dialogues about the process of dealing with problems left over by tourists;

Step Four

·Try to give a report of dealing with problems from tourists.

Self-assessment

Task 1 Rate your Practical Skill progress in each part of the form. Note: tasks in Unit 8.

1. I know follow-up procedures.
2. I can manage to handle tourists' complaints.
3. I can meet tourists' requirements.

4. I can take guide record-keeping and give a report of dealing with problems from tourists.

Practical Skills Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Skill Task Completion	The tasks were complete according to the criteria of time and specified quality of the finished product.	The tasks were complete but needed minor modifications.	The tasks were complete but needed several minor modifications.	The tasks were completed but needed several major modifications.	
Ability to Follow Directions	Followed directions with a high degree of effectiveness.	Followed directions.	Usually followed directions.	Followed directions with limited effectiveness.	
Demonstrated Knowledge of Theory	Be able to identify and describe necessary theories for completion of the task.	Be able to identify and describe necessary theories for completion of the task with minor assistance.	Be able to identify and describe necessary theories for completion of the task with some assistance.	Be able to identify and describe necessary theories for completion of the task with limited effectiveness.	
Level of Needed Assistance	Be able to complete the task without assistance.	Be able to complete the task with little assistance.	Be able to complete the task with moderate assistance.	Be unable to complete task without major assistance.	
Preparedness	I had/gathered all materials and was completely ready to go to work.	I had/gathered most materials and went to work.	I had/gathered most materials, however, they needed extra time to do so.	I did not have/gather some of the needed materials to perform work.	
Application of Safety Practices	I followed all safety rules.	I followed most safety rules.	I followed the most important safety rules.	I needed reminders to follow safety rules.	
Total score					

Task 2 Rate your project-work collaboration progress in this unit.

Project-work Collaboration Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Researches & gathers information	Collects a great deal of information-relating to the topic.	Collects some basic information-most relates to the topic.	Collects very little information-some relates to the topic.	Does not collect any information that relates to the	

				topic.	
Shares information	Relays a great deal of information-all relates to the topic.	Relays some basic information-most relates to the topic.	Relays very little information-some relates to the topic.	Does not relay any information to teammates.	
Is punctual	Hands in all assignments on time.	Hands in most assignments on time.	Hands in most assignments late.	Does not hand in any assignments.	
Performs team role duties	Performs all duties of assigned team role.	Performs nearly all duties.	Performs very few duties.	Does not perform any duties of assigned team role.	
Participates in discussion	Offers a fair amount of important information-all is relevant.	Offers some information-most is relevant.	Either gives too little information or information which is irrelevant to topic.	Does not speak during the science conference.	
Shares equally	Always does the assigned work without having to be reminded.	Usually does the assigned work-rarely needs reminding.	Rarely does the assigned work-often needs reminding.	Always relies on others to do the work.	
Listens to other teammates	Listens and speaks a fair amount.	Listens, but sometimes talks too much.	Usually doing most of the talking--rarely allows others to speak.	Is always talking--never allows anyone else to speak.	
Cooperates with teammates	Never argues with teammates.	Rarely argues.	Sometimes argues.	Usually argues with teammates.	
Makes fair decisions	Always helps team to reach a fair decision.	Usually considers all views.	Often sides with friends instead of considering all views.	Usually wants to have things their way.	
Total score					

Task 3 Rate your attitudes/ behaviour progress in each part of the form.

Attitudes/ Behaviour (Affective) Assessment Rubric					
Ref. No:		Name:		Class:	
Score	4	3	2	1	Score
Criteria	Excellent	Good	Poor	Very Poor	
Integrity	Always honest, leads by example and shows excellent integrity towards classmates and the approach to study.	Consistent honesty, being able to be trusted with property and confidential information.	Minor examples of lack of integrity.	Major examples of lack of integrity, or many minor examples.	
Empathy	Always seeks out opportunities to help others.	Able to show concern for others and a desire to help.	Does not show much concern for others and responds inappropriately in situations requiring	Is deliberately disrespectful and makes fun of others.	

			empathy.		
Self-motivation	Always meets assignment deadlines and actively engages in self and peer assessment. Always contributes to group work and discussions.	Usually meets assignment deadlines and usually engages in self and peer assessment.	Sometimes misses assignment deadlines and requires encouragement to engage in self and peer assessment.	Often misses assignment deadlines and rarely engages in self or peer assessment.	
Communication	Speaks and/or writes very well and always tries to improve these skills. Always demonstrates active communication techniques.	Speaks and/or writes quite well and shows some concern to improve these skills. Generally makes an effort to actively communicate.	Speaks and/or writes rather poorly and does not work very hard to improve these skills. Does not make much effort to initiate communication.	Speaks and/or writes poorly and rarely makes an effort to communicate.	
Respectfulness	Always shows respect for rights, property, and opinions of others.	Usually respects of the rights, property, and opinions of others.	Sometimes demonstrates regard for the rights, property, or opinions of others.	Rarely demonstrates regard for the rights, property, or opinions of others.	
Time management	Always punctual for class and meeting assignment deadlines.	Generally punctual for class and meeting assignment deadlines.	Sometimes late for class and meeting assignment deadlines.	Regularly late for class and for completing assignments.	
Total score					

试卷一

《旅游服务英语》期末考试口试试卷

考核项目	准确性 (语音、 语调、语 法)	流畅性 (条理 性、语言表 达能力、停 顿)	得体性(仪表仪 态、音量、面 部交流)	得分
个人口头汇报 (10 分)				
角色扮演: 情景对话 (90 分)				

一、个人口头汇报 Make an impromptu speech. (10 points)

1. Suppose you are a tour guide, and are introducing meal arrangement and a local food (such as cross-bridge rice noodles) to the tourists.
2. Suppose you are a tour guide and are recommending some local specialties(such as tie-dyed cloth) and a local show(such as Dynamic Yunnan) to the tourists.
3. Suppose you are a tour guide, and are guiding a tour group to a tourist attraction. Make an impromptu speech about scenic spots introduction.(such as The Stone Forest)
4. Suppose you are a tour guide, and you're helping the tourists with hotel check-in. and introducing hotel facilities and services to the tourists.
5. Make a farewell speech to your guests before they leave.
6. Make a welcome speech to your guests.
7. Suppose you are a tour guide, remind tourists of the luggage packing and how to check the luggage at the airport when seeing off the tourists.
8. Suppose you are a tour guide, and are introducing Kunming Changshui airport as well as Kunming City to the tourists.

二、角色扮演: 情景对话 Situational dialogue (90 Points)

Step1

Suppose you are a tour guide, and you're confirming the itinerary with the tour leader.

Step2

Suppose you are a tour guide, and you're confirming the group information when meeting the tourists at the airport. And help a tourist deal with his lost luggage at the airport.

Step3

Suppose you are a tour guide, and are discussing with the tour leader with check-in at the hotel.

Step4

Discuss how to arrange the tour program for the next day.

Step5

Suppose you are a tour guide and is introducing meal arrangement to a tour leader.

Step6

Suppose you are a tour guide and is answering tourists' questions about shopping.

Step7

Suppose you are a tour guide and is answering tourists' questions about local show.

Step8

Suppose you are a tour guide, is discussing with the leader how to arrange the itinerary for departure.

Step9

Suppose you are a tour guide, is helping the tour leader with check-out at the hotel.

试卷二

《旅游服务英语》期末考试试卷

I. VOCABULARY (40 points)

1. Match the words given under A with the meanings given under B.

- | A | B |
|------------------|---|
| 1) accommodation | a) a place or position |
| 2) destination | b) the place designated as the end (as of a race or journey) |
| 3) location | c) the act of providing something (lodging or seat or food) to meet a need |
| 4) coupon | d) natural surroundings, especially in beautiful and open country |
| 5) farewell | e) have guests; provide entertainment for guests |
| 6) scenery | f) lift |
| 7) entertain | g) a ticket that shows the right of the holder to receive some payment, service |
| 8) platform | h) a picture representing a continuous scene |
| 9) elevator | i) a raised flat surface built along the side of the track at a railway station for travelers getting on or off a train |
| 10) panorama | j) saying goodbye |

1)	2)	3)	4)	5)
6)	7)	8)	9)	10)

2. CIRCLE the ONE choice that best suits the context of the sentence in question.

- 11) The director of the museum is going to ___ us while we're here. So you are welcome to ask any questions of interest to you.
A. carry B. meet C. stop D. escort
- 12) This poem by Li Po is his most ___ work.
A. nominated B. knowable C. noteworthy D. trustworthy
- 13) Having ice cream in addition to cake would be a _____.
A. meal B. luxury C. buffet D. fantasy
- 14) We had a wonderful visit to a local household and found the people there most _____.
A. hostel B. hostile C. hospital D. hospitable
- 15) They want to ___ their trailer to our truck.
A. hitch B. hatch C. catch D. match
- 16) The tour operator is always an ___ figure in the industry.
A. important B. abstract C. homesick D. free
- 17) Betty, from our group, was ___ tired after she left the disco dance.
A. a sort of B. extreme C. too much D. kind of
- 18) As a result of the war, their old life styles began to _____.
A. float B. preside C. incline D. vanish
- 19) So much for a brief ___ to this university.
A. talk B. summary C. information D. introduction
- 20) How we wish our ___ to visit Guilin could come true !
A. dreams B. thoughts C. ideologies D. considerations
- 21) The hand-knitted imperial crown is very ___ indeed.
A. wasteful B. delicate C. impressed D. valid
- 22) The suite in that hotel is ___ with a color TV, a refrigerator and a kitchen.
A. provided B. furnished C. installed D. bargained
- 23) Everyone in our group is ___ to use the fax in the lounge downstairs.
A. powered B. righted C. entitled D. prevented
- 24) Should a tour guide break the government regulations, his or her license will be _____.
A. removed B. required C. revoked D. revived

- 25) This region lies on the sub-tropical zone, with a ____ of 1,500 mm.
 A. precipitation B. temperature C. moisture D. latitude
- 26) What ____ last night while we were out?
 A. were you doing B. do you do C. did you do D. had you done
- 27) Nothing ____ to me just now.
 A. has happened B. was happened C. happened D. has been happened
- 28) Our guide is ____ girl who has just graduated from high school.
 A. a 18-year-old B. an 18-year-old C. a 18-years-old D. an 18-years-old
- 29) The temple was built ____ 1,000 years ago.
 A. as early as B. as far as C. as many as D. as old as
- 30) Guilin is most noted ____ its Karst Landscape.
 A. of B. as C. at D. for
- 31) All visitors are prohibited ____ on the bus.
 A. to smoke B. smoking C. smoke D. be smoking
- 32) The art gallery is open to visitors. You ____ pay for the ticket.
 A. do not need B. need not to C. not need to D. do not need to
- 33) The Great Wall is known ____ the only man-made structure that can be seen from the space shuttle.
 A. being B. as C. be D. is
- 34) Did anyone inform you ____ ?
 A. the changes of the plans B. that the plan had been changed
 C. the plans' changes D. the plans changes
- 35) Larry is sick. ____ all day caused him to catch a cold.
 A. Him working B. He working C. His working D. He's working
- 36) ____ the small restaurant looks shabby, visitors like to dine in it.
 A. Though B. Therefore C. So D. Unless
- 37) It's only ten. The train ____ by now.
 A. can't arrive B. mustn't have arrived
 C. must not arrive D. can't have arrived
- 38) If ____, we will start our work tomorrow.
 A. weather permitting B. weather permits
 C. weather permit D. weather permitted
- 39) ____ in 1636, Harvard University is the oldest university in the United States.
 A. Be found B. Found C. Founded D. Being found
- 40) He is ____ than his roommate.
 A. a more of a sportsman B. a more sportsman
 C. more a sportsman D. more of a sportsman

II. SPECIAL TERMS (20 points)

1. Translate the following into English.

- 41) 春节 _____
 42) 领队 _____
 43) 丝绸之路 _____
 44) 实习导游 _____
 45) 包价旅游 _____
 46) 安全检查 _____
 47) 机场迎接 _____
 48) 办理入住 _____
 49) 参观市容 _____
 50) 讨论日程 _____

2. Translate the following into Chinese.

- 51) Arts and Crafts _____
 52) Environmental Protection _____
 53) Minority Nationalities _____
 54) Buddhism _____
 55) Chinese Cuisine _____

- 56) the time difference _____
- 57) a group visa _____
- 58) Farewell Speech _____
- 59) service charge _____
- 60) Round trip air ticket _____

III. Fill in the blanks with the given verbs in their appropriate forms.(10 points)

Some of you may _____(travel) abroad. But do you know you should not just go in and sit down unless you see a sign _____(say) “Please set yourself”? Often there will be a sign that _____(read) “Please wait _____(seat)”. Do not expect _____(share) a table with other parties, even if the restaurant _____(crowd). You may find your waiter unusually friendly. He may ask you how you are, whether you have a good day and, later on say that he hopes you _____(enjoy) you meal. Waiters often actually introduce themselves when they first come to your table. You _____(permit) to use their first names. The bill, often _____(call) the “check”, comes with tax(税) but no service charge(收费)-----though some restaurants do now _____(add) a service charge. It is common practice to leave a ten percent tip for lunch, and fifteen percent for dinner.

IV. Project (30 points)

为游客设计一个云南省（或中国其它省份）8天的旅游行程，并对各景点进行简要介绍。

Make an eight-day travel itinerary for your guests in China, which should include brief introductions of each sightseeing spot, prices and notes.

Tour Dates	Destinations	Distance	Today's Activities	Meals
Day 1				
Day 2				
Day 3				
Day 4				
Day 5				
Day 6				
Day 7				
Day 8				
Price(USD/Person)	Superior Class	Deluxe Class	Tourist Class	
1Person				
2-5 Persons				
6-9 Persons				
10 & above				
Single Supplement				
Note				

Service Inclusion

1.

2.

3.

Service Exclusion

1.

2.

3.

参考答案 Keys to the Test

I. VOCABULARY 40

1. 词汇

- 1) c 2) b 3) a 4) g 5) j
6) d 7) e 8) i 9) f 10) h

2. 选择题

- 11) D 12) C 13) B 14) D 15) A
16) A 17) D 18) D 19) D 20) A
21) B 22) B 23) C 24) C 25) A
26) A 27) C 28) B 29) A 30) D
31) A 32) D 33) B 34) B 35) C
36) A 37) D 38) B 39) C 40) D

II. SPECIAL TERMS

1. 汉译英

- | | |
|-------------------------|---------------------------------|
| 41) The Spring Festival | 42) tour guide |
| 43) the Silk Road | 44) a trainee tour guide |
| 45) Beijing Opera | 46) safety inspection |
| 47) package tour | 48) Checking in |
| 49) city sightseeing | 50) Talking about the Itinerary |

2. 英译汉

- | | |
|----------|----------|
| 51) 工艺品 | 52) 环境保护 |
| 53) 少数民族 | 54) 佛教 |
| 55) 中国烹饪 | 56) 时差 |
| 57) 团体签证 | 58) 欢送词 |
| 59) 服务费 | 60) 往返机票 |

III. Fill in the blanks with the given verbs in their appropriate forms.

travel , saying , reads , seated , to share , is crowded , enjoy, hope to do, are permitted , called , add

IV. Project

omitted

试卷三

《旅游服务英语》期末考试口试试卷

题号	一、项目协作 70%	二、即兴演讲 15%	三、回答问 15%	总分	口试考官
得分					

I. Please choose one of the following topics and complete with your partner.

You have 10 minutes to complete your speech. (70 points).

1. Suppose you are a tour guide, and you're confirming the itinerary with the tour leader. Make dialogues about the process of booking a tour and confirming an itinerary before starting a tour.

2. Suppose you are a tour guide, and you're confirming the group information when meeting the tourists at the airport. And help a tourist deal with his lost luggage at the airport. Make dialogues about the process of receiving a tour group.

3. Suppose you are a tour guide, and are guiding a tour group to a tourist attraction. And answer tourists' questions about the tourist attraction. Make dialogues about scenic spots introduction.

4. Suppose you are a tour guide, and you're helping the tourists with hotel check-in, and introducing hotel facilities and services to the tourists. Make dialogues about receiving a tour group;

II. Make an impromptu speech. (15 points)

Make a farewell speech to your guests before they leave.

III. Answer the following questions based on what you've learned before. (15 points)

1. What kind of activities during the tour do your guests like best? Why?

2. How to deal with a complaint properly?

试卷四

一、 Please draw one from the following 6 working situations of a tour guide. Then make a dialogue and role play with your partner. (100 分)

The 6 working situations are:

Topic 1: suppose you are an operator, you are introducing a tour to a tourist who is interested in the package tour. The dialogue should cover the quotation, the destinations, tourist number, the itinerary and the features of the itinerary.

Topic 2: suppose you are a tour guide, you are receiving the tour group at the airport. Please confirm the group information with tour leader and solve some unexpected incidents properly, such as the lost luggage, lost tourists and tourists get sick on the bus etc.

Topic 3: suppose you are a tour guide, you are helping the tourists to check in at the hotel and introducing hotel facilities and services.

Topic 4: suppose you are a tour guide, you are talking with the tour leader about the itinerary for the next day. Then, you are guiding the tour group in a scenic spots. Introduce and answer questions.

Topic 5: suppose you are a tour guide, you take the tourists to a local restaurant of your hometown. Please introduce one famous local dish to them, including the story, the taste and the cooking method.

Topic 6: suppose you are a tour guide, you are recommending a famous local specialty and cultural performance of your hometown to your tourists.

评分标准

		得分
礼貌礼仪	5%	
语言表达：发音、语音语调、单词句子的正确性	25%	
对话内容：交流的逻辑性、流利度、生动性，结构的完整度、表达的准确性	50%	
旅游服务规范程度	20%	