

Chapter 1

Preparations Before Departure

出团前的准备

1

Learning Focus 学习要点

工作内容

1. Accept the assignment 接受工作任务
2. Run a well-arranged pre-departure briefing session 开好行前说明会
3. Checklist before departure 出团前的行装检查

能力测试

What is a tour leader? What role does a tour leader play during the trip? 什么是领队? 领队在旅行中扮演什么样的角色?

案例分析

Tour Delayed: Who Is to Blame? 推迟出团谁之过?

相关知识

Important Notes on Renewal of a Tour Escort Pass 领队续证须知

情景对话

- Task 1-1 Flight-ticket Reservation 预订机票
Task 1-2 Flight Confirmation 确认航班
Task 1-3 Pre-departure Briefing Session 行前说明会
Task 1-4 Discussing the Travel Schedule with the Operator
与计调讨论旅行计划

词汇储备

Special Terms 领队专业词汇

翻译练习

Translation for Tour Leaders 领队翻译练习



Part 1 | Know-how for Tour Leaders

领队业务



Job Duties of Tour Leaders 领队职责

1 Listen and fill in the blanks with the missing information you have just heard. 🎧

Preparations Before Escorting the Tour Group

出团前的准备工作

1. Accept the assignment
 - (1) _____ the tour group and receive travel documents of the group from the travel agency.
 - Get familiar with the group files.
 - Be familiar with the reception plan.
 - Examine the (2) _____ of all group members.
 - Classify the tour group's basic information and special information.
2. Run a well-arranged pre-departure briefing session
 - Site preparations for the briefing session.
 - Outline major points to tell (3) _____.
 - Introduce himself/herself to the whole group.
 - Introduce (4) _____ and matters that need attention.
 - Distribute related materials.
 - Check and confirm travel documents and other important information.
3. Checklist before departure
 - Articles necessary for escorting the outbound group.
 - Accessories for escorting the outbound group.
 - (5) _____.
 - Remedial measures (6) _____.

2 Listen again and retell the major preparations that a tour leader should make before escorting the tour group. 🎧



Aptitude Test for Tour Leaders 领队能力测试

What is a tour leader? What role does a tour leader play during the trip?
什么是领队? 领队在旅行中扮演什么样的角色?

1 Listen carefully and fill in the blanks with the missing information you have just heard and learn the key points by heart. 🎧

A tour leader is the person assigned by the sponsoring travel agency to escort the tour group. He/She is supposed to accompany and (1) _____ throughout the tour as well as supervising the fulfillment of the contract obligations by the local travel agency.

Roles of a tour leader:

1. An important link between (2) _____ and the group;
2. The key to the success of the outbound trip;
3. The spokesperson of the group and (3) _____;
4. An indispensable “psychotherapist” for the group members during the trip;
5. The main and sometimes the (4) _____ for the group members;
6. Unofficial Chinese ambassador abroad;
7. Coordinator between (5) _____ and the travel agencies.

2 Discuss the following questions with your partner.

Do you agree that a tour leader is an unofficial Chinese ambassador abroad? Do you believe that a tour leader is the key to the success of the outbound trip? Give your reasons.



Ratings 能力评价

According to the students' answers, one of the students is requested to evaluate his/her performance using a five-star rating system and mark the stars in the column.

Rating	☆	☆☆	☆☆☆	☆☆☆☆	☆☆☆☆☆



Case Study 案例分析

Tour Delayed: Who Is to Blame? **推迟出团谁之过?**

Before the Spring Festival holidays, Mr Wang and eight other tour group members signed a contract with an outbound travel agency. According to the tour contract, they would start their trip on the first day of the Chinese Lunar New Year. However, soon after the signing of the contract, the tour leader called, saying that the date of departure would be postponed to the third day of the Lunar New Year because rooms at their destination were in short supply and the local travel agency could not get adequate accommodation for them. Mr Wang and the others in the group accepted the adjusted schedule. Several days later, they were requested to attend a pre-departure briefing session, during which the tour leader explained the details of their travel schedule, distributed back their passports and the round-trip tickets, and informed them about preparing for the trip.

The day after the session, the tour leader told them that the date of departure had to be changed again, and the trip would be delayed until the sixth day of the Lunar New Year. He made a firm promise that their travel schedule would not be changed again. However, to their surprise, the tour leader soon told them their trip had been cancelled and they could get their money back on the following day. Mr Wang and his group were very indignant and asked the tour leader to explain why he changed the travel schedule again and again until finally the trip was called off. The tour leader claimed that it was not his fault, as he was just responsible for passing on notifications from the travel agency to the tour members. Not satisfied with his explanation, Mr Wang and the others complained to the department of tourism administration, accusing the travel agency of fraud, and demanded they carry out the original travel schedule.

Discuss the following questions in groups.

1. Do you think the trip was cancelled due to force majeure?
2. What should the travel agency do to avoid such an incident?

Part 2 Related Knowledge

领队相关知识



Words and Expressions

renewal	<i>n.</i>	更新	application	<i>n.</i>	申请; 申请书
expiry	<i>n.</i>	到期	valid	<i>adj.</i>	有效的
candidate	<i>n.</i>	应试者, 考生	attachment	<i>n.</i>	附件
receipt	<i>n.</i>	接收; 收到	acknowledge	<i>v.</i>	告知收到
submit	<i>v.</i>	提交	deliberation	<i>n.</i>	商议

Important Notes on Renewal of a Tour Escort Pass

领队续证须知

When to apply

Applications to renew Passes are accepted three months before expiry. No reminders to renew Passes will be subsequently sent by the TIC (Travel Industry Council).

Renewal after expiry

1. Holders of a Tour Escort Pass are exempt from taking a Certificate Examination, if they renew their Passes within two years of the expiry date. A new Pass is valid for three years, counting from the day following the expiry date of the old Pass.

2. Pass holders who renew their Pass more than two years after the expiry of the Pass have to pass a Certificate Examination in order to obtain a new Pass. Candidates who fail an examination may sit again, and there is no limit to the number of attempts allowed. A new Pass is valid for three years, counting from the day on which the Pass is issued.

How to apply

1. Return the completed “Application Form for Renewal of a Tour Escort Pass” and “Declaration” (Attachment I).

2. Receipt is acknowledged via SMS (Short Message Service) or email, upon receipt of an application submitted by post.

3. Eligible applicants are issued a renewed Pass within 4 to 5 weeks after the date of submission of an application. Pass holders will be notified by SMS or email when the renewed Pass is ready.

Renewal applications requiring special deliberation

In any of the following situations, a Tour Escort Pass renewal application will be deemed to be in need of special deliberation, and will be referred to the Tourist Guide and Tour Escort Deliberation Committee for approval:

1. The applicant has provided factually untrue information, or is suspected of making a false statement;
2. The applicant declares that he/she has been convicted of a criminal offence;
3. The applicant fails to declare that he/she has been convicted of a criminal offence;
4. The applicant has violated the Code of Conduct for Outbound Tour Escorts by holding an invalid Tour Escort Pass, and the Compliance Committee has imposed a penalty.

Read the passage aloud and decide whether the following statements are true or false. Write T for true and F for false.

- _____ 1. Reminders will be sent to the holders of a Tour Escort Pass when it expires.
- _____ 2. Holders of a Tour Escort Pass are exempt from taking a Certificate Examination when they renew their Passes.
- _____ 3. Tour Escort Pass holders should contact the TIC to know whether the renewed Pass is ready.
- _____ 4. Had the applicant provided false information, or been questioned for making any false statement, special deliberation may be required for application renewal.
- _____ 5. The applicant who has violated the Code of Conduct for Outbound Tour Escorts may not be entitled to renewal of the Pass.

Part 3

Situational Dialogues
领队情景对话Words and Expressions 

depart	v.	离开, 出发	reserve	v.	预订
confirm	v.	证实, 确定	cooperation	n.	合作
identification	n.	身份证明	slipper	n.	拖鞋
advocate	v.	提倡, 支持	disposable	adj.	一次性的



Task 1-1 Flight-ticket Reservation 预订机票

- 1** Listen to the dialogue and match the information in Column A with that in Column B. There are three extra items in Column B. 

Column A

1. flight number
2. date
3. number of tourists
4. departure time of flight

Column B

- A. this Sunday
- B. 280
- C. 218
- D. 10:30 am
- E. 11:30 am
- F. 13
- G. 30

- 2** Listen to the dialogue again and learn the underlined phrases or sentence patterns by heart. Do substitution with your partner. 

T=Tour leader

C=Clerk

C: Good morning. May I help you?

T: Yes, I'd like to know if there is a flight to Frankfurt.

C: Yes, there is. Flight 218 departs at 11:30 am and arrives in Frankfurt at 1:30 pm.

T: How many flights do you have to Frankfurt every week?

C: Three flights: on Sunday, Tuesday and Friday.

- T:** OK. I want to reserve 30 tickets for this Sunday to Frankfurt at 11:30 am.
- C:** No problem. 30 tickets for Flight 218 for this Sunday to Frankfurt, is that right?
- T:** Exactly, thank you.



Task 1-2 Flight Confirmation 确认航班

1 Listen to the dialogue and fill in the following form with the correct information. 

Tour leader's name	
Local guide's name	
Flight number	
Departure time	

2 Role-play with your partner.

One student plays the role of the tour leader while the other plays the role of the local guide. Confirm the flight details before departure through telephone.



Task 1-3 Pre-departure Briefing Session 行前说明会

1 Listen to the dialogue and fill in the blanks with the missing information you have heard. 

T=Tour leader

C=Carl, a tour member

- T:** Thank you for coming to this meeting. I'm your tour leader Wang Ling, and I'd like to share some things that (1) _____.
- C:** OK.
- T:** First, every tourist must carry (2) _____ with you at all times.
- C:** What kind of documents should we carry?
- T:** (3) _____.
- C:** Got it.
- T:** Another thing we need to pay attention to is that all tour members are required to (4) _____ for daily use, like toothbrushes and slippers.
- C:** Why should we carry such things? A hotel should provide them.
- T:** London advocates (5) _____, so hotels do not generally provide disposable articles.
- C:** OK. That explains everything.

2 Listen to the dialogue again and role-play the dialogue with your partner. 



Task 1-4 Discussing the Travel Schedule with the Operator 与计调讨论旅行计划

1 Listen to the dialogue carefully and choose the best answers according to the information you've heard. 🎧

- What are the two speakers talking about?
 A. Time. B. Cities. C. Travel schedule. D. Tourist attractions.
- Which place is not mentioned in the dialogue?
 A. Toronto. B. Ottawa. C. Paris. D. Montreal.
- How long does the trip last?
 A. Eight days. B. Seven days. C. Nine days. D. Six days.

2 Listen to the dialogue again and retell the travel schedule in your own words. 🎧

Part 4 | Special Terms 领队专业词汇

1 Learn by heart the following words or phrases in Column A. Contribute more in Column B with the help of a dictionary.

Column A

visa applicant	签证申请人	foreign exchange	外汇
business visa	商务签证	self-funded travel	自费旅行
tourist visa	旅行签证	pre-departure briefing session	行前说明会
travel passport	旅游护照	group file	团队档案
identification card	身份证	tour escort pass	领队证

Column B

2 Make new dialogues using the following expressions.

Hesitation

Um, ...

Actually, ...

You know, ...

Well, ...

In fact, ...

How shall I put it, ...

Part 5

Translation for Tour Leaders 领队翻译练习

1 Translate the following sentences into Chinese with the words or phrases given.

1. The tour leader should dress professionally and decently (得体地), especially on such occasions as meeting or seeing off the tour group.
2. The tour leader should win the tour members' trust with a pleasant personality (性格) and gain their respect through hard work and sincerity.
3. The tour leader should know tourists' expectations (期望) and meet their needs with sincere service.
4. Would you please fill out the form (填表)? Our tour leader will contact you as soon as possible.

2 Translate the following sentences into English with the words or phrases given.

1. 从旅行团出发到安全返回，领队必须全程陪同，监督当地旅行社履行合同中的各项义务 (contract obligations)。
2. 领队要以友好、亲切、礼貌的态度投入工作，做好接受游客抱怨的心理准备 (be mentally ready)。
3. 领队应维护游客的尊严 (dignity) 和利益，尽力满足游客的合理要求，善于协调 (coordinate) 和解决问题。
4. 领队要尊重地陪 (local guide)，支持地陪的工作，但也要委婉地拒绝地陪的无理要求 (unreasonable requests)。

Departure from China

中国出境

2

Learning Focus 学习要点

工作内容

1. Assemble tour members 集合团队
2. Go through relevant procedures 办理相关手续
3. Go through vaccination inspection and security check
接受卫生检疫和安检
4. Deal with special situations 处理特殊情况

能力测试

What should a tour leader do if some special tour members want to travel by plane? 如果某些特殊游客想乘坐飞机出行, 领队应如何处理?

案例分析

Time Waits for No Man 过时不候

相关知识

The ABC of Airport Check-in 机场登机常识

情景对话

- Task 2-1 Airport Check-in 办理登机手续
- Task 2-2 Contraband 违禁品
- Task 2-3 Flight Delayed 航班延误
- Task 2-4 Boarding a Plane 登机出境

词汇储备

Special Terms 领队专业词汇

翻译练习

Translation for Tour Leaders 领队翻译练习



Part 1

Know-how for Tour Leaders
领队业务

Job Duties of Tour Leaders 领队职责

1 Listen and fill in the blanks with the missing information you have just heard. 🎧

Services Offered upon Departure from China

中国出境服务

1. Assemble tour members
 - Arrive (1) _____.
 - Register tour members' attendance.
 - Make a brief speech and introduce the (2) _____.
2. Go through relevant procedures
 - Go through the declaration process.
 - Check-in at the airport and (3) _____.
3. Go through vaccination inspection and security check
 - Vaccination inspection.
 - Security check (4) _____.
 - Wait to board.
4. Deal with special situations
 - Flight (5) _____.
 - Boarding pass lost.
 - Luggage missing.
 - Luggage misplaced.

2 Listen again and retell the services that a tour leader should offer upon departure from China. 🎧



Aptitude Test for Tour Leaders 领队能力测试

What should a tour leader do if some special tour members want to travel by plane?
如果某些特殊游客想乘坐飞机出行，领队应如何处理？

1 Listen carefully and fill in the blanks with the missing information you have just heard and learn the key points by heart. 🎧

1. Special passengers such as unaccompanied children, disabled and sick passengers, pregnant women, the blind and (1) _____ cannot be accepted for carriage.

2. If they want to board, they must meet certain requirements and obtain the airlines' approval and arrangements which have been made for them (2) _____.

3. Passengers with infectious diseases, mental disorders or severe diseases that may (3) _____ or other passengers will not be accepted for carriage.

4. According to relevant laws, the airlines reserve the right to reject the passengers who cannot be accepted and the tickets will be refunded as (4) _____.

2 Discuss the following questions with your partner.

Who won't be accepted for carriage? What should the tour leader do if some special passengers want to get aboard?



Ratings 能力评价

According to the students' answers, one of the students is requested to evaluate his/her performance using a five-star rating system and mark the stars in the column.

Rating	☆	☆☆	☆☆☆	☆☆☆☆	☆☆☆☆☆



Case Study 案例分析

Time Waits for No Man

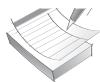
过时不候

Once a tour group was ready to fly to the USA. As the flight would take off at 8:30 pm, the tour leader told everyone to assemble at the airport by 6:10 pm. At that time, almost everyone had arrived, except for one lady. What was worse, she had still not shown up even by 7:20 pm. The tour leader was very anxious about the latecomer and called her several times, but failed to reach her. Having decided not to wait for the missing group member any longer, the tour leader got boarding passes for all the other tour members. It turned out that, even after the boarding gate was closed, the lady did not appear at the airport. The tour leader undoubtedly made a wise decision; otherwise, the whole tour group would have been late, with disastrous consequences.

Discuss the following questions in groups.

1. What happened to the tour group?
2. What should a tour leader do when one group member has not shown up at the boarding time?

Part 2

Related Knowledge
领队相关知识Words and Expressions 

commercial	adj.	商务的	domestic	adj.	国内的
prior to		在……之前	upgrade	n.	升级, 提高待遇
lounge	n.	休息室	waive	v.	放弃
interruption	n.	停止, 中断	carrier	n.	运输公司
abide	v.	遵守, 忍受	ample	adj.	广阔的, 充裕的

The ABC of Airport Check-in

机场登机常识

Airport check-in is a service found at airports dealing with commercial air travel. It is normally handled by an airline or an agent on behalf of an airline.

Check-in at the correct counter is the first thing you need to do when arriving at the airport. Although different airlines may have different regulations as to check-in times, generally, for international travel, you had better arrive and check in at least two hours before the scheduled departure time; and for domestic travel, you should arrive at least one hour prior to departure. When checking in, you must show your ticket, ID card, or passport and visa. Meanwhile, you may enjoy such services as choosing seats, inquiring about flight or destination information, or paying for upgrades.

If necessary, you can also check in luggage. The luggage you take should be within the allowed weight limit; otherwise, you have to pay overweight charges, which are usually very high. After getting a boarding pass and paying airport tax (if it's not included in the ticket), you should proceed to the boarding gate, have your documents inspected and stamped, and go through security inspection. Then, you can have a good rest in the lounge until your flight is called.

Occasionally, different airlines may have different check-in procedures, with some airlines waiving certain restrictions that other airlines have in place. Sometimes even the same airline at two separate airports may also have different check-in procedures. Such differences are usually not noticed by the average passenger, but occasionally can lead to service interruptions when one carrier refuses to abide by a procedure that another carrier normally would allow. So it is always better to leave ample time for check-in.

Read the passage aloud and decide whether the following statements are true or false. Write T for true and F for false.

- _____ 1. When you arrive at the airport, the first thing you need to do is to check in your luggage.
- _____ 2. For domestic travel, you need to arrive at the airport at least two hours before the scheduled departure time.
- _____ 3. You may enjoy such services as choosing seats, inquiring about flight or destination information, or paying for upgrades when checking in.
- _____ 4. The luggage you take must be within the allowed weight limit; otherwise, you have to pay overweight charges.
- _____ 5. The same airline at two separate airports usually has the same check-in procedures.

Part 3 Situational Dialogues

领队情景对话



Words and Expressions

check-in desk		办理登机手续的柜台	restriction	<i>n.</i>	限制, 限定
inspection	<i>n.</i>	检查	toiletries	<i>n. (pl.)</i>	洗漱用品
trash can		垃圾箱	announcement	<i>n.</i>	通知
mechanical	<i>adj.</i>	(有关) 机械的	inconvenience	<i>n.</i>	不便



Task 2-1 Airport Check-in 办理登机手续

1 Listen to the dialogue and fill in the blanks with the missing information you have heard. 

T=Tour leader D=Du Li, a trainee

- T:** We still have an hour (1) _____. I would like to share important details with you. First, we need to go to the check-in desk to get (2) _____.
- D:** What kind of documents do we need to show at the desk?
- T:** We need to show (3) _____.
- D:** Got it.
- T:** Then we need to do the luggage check-in.
- D:** Sorry to trouble you, but when do we (4) _____?
- T:** After we finish luggage check-in.
- D:** Good. I'm a little bit nervous about the security check, because I heard there are (5) _____ on carry-on luggage.
- T:** Don't worry about that for now.
- D:** Thank you.

2 Listen to the dialogue again and role-play the dialogue with your partner. 



Task 2-2 Contraband 违禁品

1 Listen to the dialogue and match the information in Column A with that in Column B. There are three extra items in Column B. 

Column A	Column B
1. reason for removing the glasses	A. two years ago
2. reason for opening the bag	B. for recognition
3. way to deal with the apples	C. to throw them into the trash can
4. the time when the photo was taken	D. to give them to friends
5. items in the bag	E. for inspection
	F. clothes and toiletries
	G. toiletries and glasses
	H. clothes and shoes

2 Label the contraband items with the words and phrases in the box.

- dagger firework cigarette lighter sulphuric acid
 drugs alcohol weapons and guns



① _____



② _____



③ _____



④ _____



⑤ _____



⑥ _____



⑦ _____



Task 2-3 Flight Delayed 航班延误

1 Listen to the dialogue and learn the underlined phrases or sentence patterns by heart. Do substitution with your partner. 🎧

T=Tour leader

A=Airport officer

Airport announcer: Passengers to Paris, attention please. Flight AF981 for Paris has been delayed due to engine trouble. You'll be informed of the new departure time when it has been repaired.

T: Excuse me, madam. I just heard an announcement that our flight has been delayed.

A: What's your flight number?

T: Flight 981 bound for Paris, AF981.

A: Yes, the delay is due to mechanical difficulties.

T: Do you know how long it will take?

A: Probably not more than two hours.

T: I'm the tour leader of a tour group. There are some elderly members in my group. Could we have some drinks?

A: We will provide free lunch and drinks for all the passengers. Please take your group to the coffee shop next to the departure lounge. You can have some food and drinks there with these vouchers. I'm terribly sorry for the inconvenience.

T: OK, thanks.

A: It's our pleasure to serve you.

2 Listen to the dialogue again and choose the best answers according to the information you've heard. 🎧

1. What is the airport announcement about?

A. Commencement of check-in.

B. Check-in closing.

C. Delay due to mechanical difficulties.

D. Cancellation.

2. What's the flight number for Paris?

A. AF981.

B. AF918.

C. AF681.

D. AF618.

3. What does the airport not provide for the tour group?

A. Free lunch and drinks.

B. Some food.

C. Resting place.

D. Entertainment.



Task 2-4 Boarding a Plane 登机出境

1 Listen to the dialogue and decide whether the following statements are true or false. Write T for true and F for false. 🎧

- _____ 1. All tour members must show their boarding passes before they board the plane.
- _____ 2. The tour group are in row 36.
- _____ 3. The tour group have to wait in line except for the tour leader.
- _____ 4. The tour group are taking an afternoon flight.

2 Listen to the dialogue again and role-play the dialogue with your partner. 🎧

Part 4

Special Terms 领队专业词汇

1 Learn by heart the following words or phrases in Column A. Contribute more in Column B with the help of a dictionary.

Column A

departure lounge	候机室	security check	安全检查
boarding pass	登机牌	contraband	违禁品
flight number	航班号	check-in desk	办理登机手续的柜台
carry-on luggage	随身行李	boarding gate	登机口

Column B

2 Make new dialogues using the following expressions.

Making Inquiries

What do you mean by...?

I'd be interested to know...

Could you explain...?

Can you give me an example?

You said... What did you mean?

What kind of...?

Part 5

Translation for Tour Leaders 领队翻译练习

1 Translate the following sentences into Chinese with the words or phrases given.

1. Here are your luggage tags (行李票) and boarding pass. Your flight will depart from Gate 2.
2. We're running behind schedule about 15 minutes. Boarding will start probably around 13:20. But if you give me the confirmation number (确认号码), I can check you in now and give you a boarding pass.
3. Check-in for Air China Flight CA981 bound for New York (飞往纽约) will be closed in a few minutes. Passengers who have not yet checked in please come to the Air China counter.
4. The flight has been delayed due to mechanical difficulties (机械故障).

2 Translate the following sentences into English with the words or phrases given.

1. 早上好，先生，我们是一个20人的团 (a group of 20 passengers)，这是我们的护照和机票。
2. 我有两件随身行李 (carry-on luggage) 和一件托运行李 (check-in luggage)。
3. 你应该熟悉机场航站楼 (airport terminal)，如行李招领处的位置，万一行李出了问题，可以前去报告。
4. 请把您的私人物品放在这儿，在您走过金属探测器 (metal detector) 之前，请取出您的钥匙和小刀等物品。

