

Unit 3 Narración de guiados y medidas de seguridad.

CONTENTS OF THE LESSON:

- Registering passengers.
- Guiding the tour phrases.
- Telling stories and anecdotes expressions.
- Standard of performance.
- **Bonus track:** Favourite places listening.
- **Instrucciones para evaluación final del curso.**



SKILLS TO PRACTICE:

- Reading
- Listening
- Speaking
- Grammar in use.
- Vocabulary in use.



Travel Registration Form

Please fill out the form below to register for the upcoming travel event.



Full Name

Date of Birth

MM-DD-YYYY

.....
First Name

.....
Last Name

.....
Date

Email Address

Phone Number

(000) 000-0000

.....
example@example.com

.....
Please enter a valid phone number.

Address



Emergency Contact Information

Please provide the name and phone number of an emergency contact person.

Emergency Contact Name

.....
First Name

.....
Last Name

Relationship

Emergency Contact Phone Number

.....
(000) 000-0000

.....
Please enter a valid phone number.



How can we make questions to ask all of these info?

Health and Safety

Please answer the following health and safety questions.

Do you have any medical conditions or allergies?

Yes

No

Please specify



Can you add any additional questions?

Are you fully vaccinated against COVID-19?

Yes

No

Partially Vaccinated

Additional Information

Are you traveling alone or with others?

Alone

With Others

Travelers

Name

Age

Please Select



A tour guide's speech.

Tour guides perform a great variety of tasks. They accompany and guide tourists on cruises and sightseeing tours, accompany visitors when visiting tourist sites such as museums, exhibitions and theme parks, describe and provide information about interesting places and exhibition sites, answer various questions, control the actions of tourists in accordance with the rules, tourist norms and safety measures, welcome and register visitors and tourists, distribute brochures, show audio-visual materials, as well as explain the order and actions during the tours. They have to ensure the physical safety of the tourists and perform first aid activities or lead emergency evacuations and solve any problems related to tourist itineraries, services or accommodation.



accompany tourists on a shuttle bus from the

airport to the hotel

A transfer is called accompanied when the tour guide accompanies the guests to the hotel. During the travel the guide needs to greet the tourists on behalf of the tour operator and provide the following information: the time/time difference, duration of the travel to the place of accommodation and initial information about the destination and the first meal. The guide also has to make an invitation to an informational meeting on the next day and wish an enjoyable vacation during the stay.

Can we create expressions for this initial guide?



Let's listen to two monologues from a tour guide, and identify the phrases and answers.



Exercise 1: *Listening*

Listen to the tour guide's speech and answer the questions:

1. What is the destination they are traveling to?
2. Is it in the mountains or at the seaside?



1 _____

Hello, everyone. I'm Simona and I'd like to welcome you all to Malta on behalf of Sky Tours. Our driver is Max Borgq a very experienced driver who has been working for our company for ten years. The bus ride to your hotel in San Julian's will take about twenty minutes from The Malta International Airport here in Luqa. Right now I'd like to take a minute to inform you about the area and discuss some safety precautions. Please, remain seated and keep your seatbelts fastened. Also, during your holiday the temperature will be very high, so make sure that you drink enough water. We also recommend you to use sunscreen to avoid sunburn.

2 _____

I'm sure you'll enjoy your stay in San Julian's. This is a beautiful, lively town where you can eat out at fancy restaurants and go to exquisite nightclubs where you can enjoy entertainment and dancing. Most nightclubs are in the district of Paceville where is your hotel as well. The town is subdivided into informal districts which are Paceville, St Andrew's, and two more as well as the regions surrounding St George's Bay, Spinola Bay, Balluta Bay, and Il-Qaliet cliffs. Balluta Bay is a popular recreation spot used for swimming, diving and water sports, with a triangular pjazza surrounded by cafés and shaded by Judas trees.



Highlighted expressions to use on a tour from the reading.



On tour

Practicalities on tour

At which stage of a tour would you expect to hear the expressions listed below? Write your answers under 'Exercise 1' in the table.

- 1 when checking arrangements with other tourism service providers (e.g. hotel)
- 2 when talking to passengers at the start of the tour
- 3 when talking to passengers during the trip
- 4 when talking to Head Office (tour operator)
- 5 when talking to passengers when getting off the coach



	Exercise 1
a If you look to your left in a moment, you'll see...	3
b Hi, this is Sarah, the guide from Galloway Tours.	
c Please be back on the coach in thirty minutes' time.	
d Can you all hear me OK?	
e If that's a problem, call me back on the mobile.	
f Is the temperature OK?	
g While I've got you, can I just check something else?	
h We're going to take a break here.	
i For the moment, just sit back and relax.	
j Hi, this is Sarah again. There's another problem.	
k So I'll tell you something about...	
l I'm just checking you got my message.	
m Your driver today is Ken.	
n Please be careful as you get off.	

What are the different tenses used in these sentences? Choose from the following.

- | | |
|----------------------|--------------------------|
| 1 Present Simple | 4 Future Continuous |
| 2 Present Continuous | 5 <i>going to</i> future |
| 3 <i>will</i> future | |
- a You're not getting in until 9.00 p.m.
 - b I'll be looking after you today.
 - c We're going to be on the coach quite a lot today.
 - d We're taking a scenic route through the countryside.
 - e We will be stopping for lunch in a very nice hilltop restaurant.
 - f I'll be telling you a little bit about the countryside.
 - g I'll tell you something about this traditional dress.
 - h We're going to have to take a two-hour break.
 - i We're going to take a break here.
 - j The coach departs at 11.05 precisely.
 - k There'll be a lot of coaches parked here.

Use of future tenses:

- Will + verb
- Going to + verb
- Present Continuous

Examples:



1. Frases para guiar el trayecto



Inglés	Español
<i>Follow me, please.</i>	Sígueme, por favor.
<i>Let's head this way.</i>	Vamos por aquí.
<i>We'll be walking for about 10 minutes.</i>	Caminaremos unos 10 minutos.
<i>Watch your step here—it's a bit uneven.</i>	Cuidado con el paso aquí, está un poco irregular.
<i>We're now entering the historic district.</i>	Ahora estamos entrando al barrio histórico.
<i>On your left, you'll see...</i>	A su izquierda verán...
<i>We'll stop here for a few minutes.</i>	Nos detendremos aquí unos minutos.
<i>Please stay together as a group.</i>	Por favor, permanezcan juntos como grupo.
<i>We'll continue after a short break.</i>	Continuaremos después de una breve pausa.

Can you mention any phrase you would use in this section?



2. Frases para narrar eventos o contar anécdotas

Estas frases sirven para **dar contexto histórico, cultural o personal**, y hacer el recorrido más interesante.

Inglés	Español
<i>Back in the 18th century, this building was...</i>	En el siglo XVIII, este edificio era...
<i>Legend has it that...</i>	Cuenta la leyenda que...
<i>This place has a fascinating story.</i>	Este lugar tiene una historia fascinante.
<i>Let me tell you a funny story about this spot.</i>	Les contaré una historia divertida sobre este lugar.
<i>Locals say that...</i>	Los locales dicen que...
<i>This monument was built to honor...</i>	Este monumento fue construido para honrar a...
<i>During the earthquake of 2010, this area was...</i>	Durante el terremoto de 2010, esta zona fue...
<i>I once guided a group here during a festival, and...</i>	Una vez guié a un grupo aquí durante un festival, y...
<i>You won't believe what happened here once...</i>	No van a creer lo que ocurrió aquí una vez...

Can you mention any phrase you would use in this section?

-





3. Frases para dar instrucciones y mantener la dinámica



Inglés

Español

Please stay behind the line.

Por favor, quédense detrás de la línea.

Feel free to ask questions at any time.

Siéntanse libres de hacer preguntas en cualquier momento.

We'll have time for photos soon.

Pronto tendremos tiempo para fotos.

Let's keep moving so we stay on schedule.

Sigamos avanzando para mantener el horario.

We'll meet back here in 20 minutes.

Nos reuniremos aquí en 20 minutos.

Please don't touch the exhibits.

Por favor, no toquen las exhibiciones.

Can you mention any phrase you would use in this section?



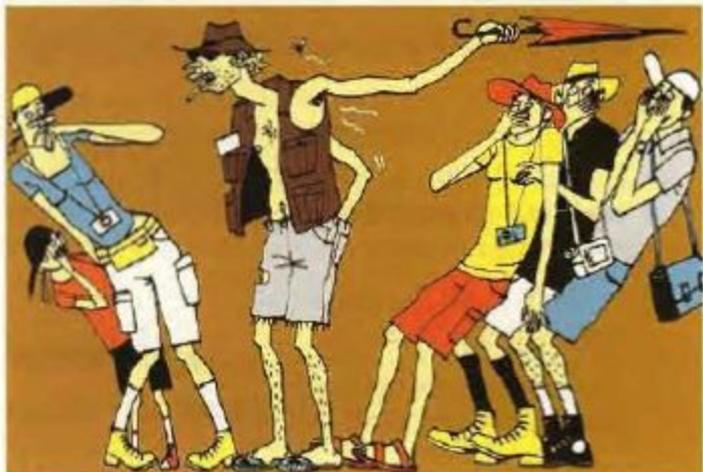
Vocabulary

Standards of performance

- 1 Use the words and phrases below to complete the 'Standards of performance' advice sheet to tour guides from a training manual.

anecdotes	first-aid kit	rappot
body language	gestures	seat belts
clarity	hazards	sense of humour
eye contact	microphone	tone

Personal appearance



STANDARDS of PERFORMANCE

Aim: To inform, entertain, and care for visitors, and enhance their experience

- Establish a welcoming _____¹ with the group by smiling when you greet the group and introducing yourself and the driver.
- Use open _____² – do not fold arms, do not keep hands in pockets.
- Control hand and arm _____³.
- Check that the _____⁴ is switched on and working, and adjust it to ensure _____⁵.
- Make sure that you are looking at everyone and establish _____⁶ when talking to the group.
- Use voice correctly with a variety of pitch and a lively _____⁷.
- Be enthusiastic and use your _____⁸ to entertain and make the group smile and laugh when appropriate.
- Tell stories and _____⁹, but try not to make them too long.
- Inform group about safety, use of _____¹⁰ on the coach, _____¹¹, and emergency procedures.
- Warn group of _____¹², e.g. while walking and getting off the coach.



According to you, how important is this?