

TABLE OF CONTENTS

FOREWORD.....	v
PREFACE.....	vi
TABLE OF CONTENTS	vii
UNIT 1 GREETINGS AND WELCOMING TOURISTS	1
UNIT 2 ASKING AND GIVING INFORMATION TOURISTS.....	11
UNIT 3 HANDLING TOUR RESERVATION	20
UNIT 4 ITINERARY.....	31
UNIT 5 GIVING DIRECTION	39
UNIT 6 GIVING TRAVEL ADVICE	54
UNIT 7 DESCRIBING TOURISM OBJECTS	63
UNIT 8 EXPLAINING SAFETY, RULES, ETIQUETTE AND CUSTOMS.....	78
UNIT 9 MANAGING COMPLAINTS	91
UNIT 10 THE TOUR COMMENTARY.....	103
UNIT 11 GIVING LOCAL FOOD INFORMATION	115
UNIT 12 TELLING A LEGEND	130
UNIT 13 DESIGNING BROCHURE.....	141
BIBLIOGRAPHY	152