

Tour Guide in English

7 DAYS COMPLETE COURSE



Lesson 1

Select Destination and Tour Title

Types of travel themes

History

Castle (ex. Himeji Castle, Hyogo)

Old historical building (ex. Former Hokkaido Government Building)

History museum (ex. Hokkaido Museum of Northern Peoples)

Pray

Shrine (ex. Hokkaido Jingu)

Buddhist temple (ex. Kotoku-in, Kanagawa)

Nature

National park (ex. Daisetsuzan)

Quasi-national park (ex. Onuma)

Lake (ex. Shikotsu-Toya)

Sea (ex. Jodogahama, Iwate)

Mountain (ex. Mount Yotei)

Garden (ex. Furano Lavender East)



Hokkaido Jingu

The arts

Art museum (ex. Hokkaido Museum of Modern Art)

Music concert (ex. Pacific Music Festival in Sapporo)

Performance art

- Dance (ballet, modern dance, etc.)
- Theatre (opera, musicals, drama, etc.)

Activity

Camp (ex. Auto Resort Tomakomai Arten)

Mountain climbing

Skiing (ex. Niseko)

Golf

Swimming

Cycling

Theme parks

Amusement park (ex. Rusutsu Resort Amusement Park)

Zoo (ex. Asahiyama Zoo)

Aquarium (ex. Otaru Aquarium)

Please proceed to the next page.

Transport

Taxi (*taxi tour*)

Bus (*city bus tour*)

Train (*intercity train tour*)

Ship (*boat ride, cruise*)

Other

Festival (*ex. Sapporo Snow Festival*)

Hot spa (*ex. Noboribetsu Onsen*)

Food (*private market tour, cooking classes*)

UNESCO World Heritage site (*ex. Shiretoko Peninsula*)

Sports viewing

Shopping



The lavender fields of Furano

Activity:

1. List three possible tourist attractions for a 3-hour walking tour in your town.
2. Which type of themes would they include?

Understand how to determine a good tourist spot to visit.

Standard tourist attractions

1. Pick locations with **iconic, historic, or popular places**, different **experiences**, artistic or **aesthetic places**, etc.
2. Consider the **location, season and weather** during the tour. Also confirm the place's **admission fees, hours of operation, and regular closing days**.
3. **Accessibility** - consider people with special needs.

Helpful Tip

If you want to find anything remarkable in your town, you can do research using keywords such as the biggest, the tallest, the oldest, etc.

Tour Guide matching websites

Airbnb Experiences

[<https://www.airbnb.jp/s/experiences>]

VELTRA

[<https://www.veltra.com/jp/>]

Activity Japan (H.I.S)

[<https://activityjapan.com/>]

Voyagin (Rakuten)

[<https://experiences.travel.rakuten.co.jp/>]

Activity:

1. List three standard tourist attractions in your town.
2. List three activities that tourists can enjoy in your town.

Please proceed to the next page.

Understand how to give an attractive tour title.

Finding the title for your tour is **crucial** because it's going to attract the best visitors to come and take your tour course.

A title should be concise and specific.
(Where and what + additional info)

Example tour titles:

Experience eating around central Tokyo by bicycle
(自転車東京都心を回って食べる体験)

Akiba Tour with an Anime Otaku!
(アニメオタクと巡るアキバツアー!)

Niseko Annupuri hiking tour with a professional guide
(プロガイドと行くニセコアンヌプリ ハイキングツアー)

Visit Hakodate's 3 Major Sightseeing Spots! (Sightseeing Taxi 3 Hour Course)
(函館3大観光スポットを巡る! 観光タクシー3時間コース)

Lesson 2

Meeting the Guests

Greetings and Introductions

1. When you first meet your participant/s, start by **politely greeting them before introducing yourself**. There are formal and informal ways to greet someone.

Formal

Good morning! My name is _____.

Good afternoon!

Good evening!

Example:

Good morning! my name is Mizuki.

Note: Do not use “Good night” when greeting your participants. “Good night” is used more as a goodbye.

Informal

Hi! I'm _____.

Hello!

Hey!

Example:

Hello! I'm Mizuki.

How to address your participants

Mister (Mr.) - used to address a man, whether married or not

Miss (Ms.) - used to address a woman who is not married, or a young girl

Missus (Mrs.) - When you are sure that a woman is married, you use Mrs. with their last name.

Example:

Good morning, Mr. Parker!

Good afternoon, Ms. Jackson.

Good evening, Mr. and Mrs. Rogers!

When you cannot remember the last name of your participant, you can simply say

Sir - for a man

Ma'am - for a woman

Miss - for a young woman who is not married, or a young girl

Example:

Hello, Miss. My name is Kaito, I will be your tour guide for today.

Good evening, sir. I am Kaito and I will be your tour guide.

Please proceed to the next page.

Greeting a pair or a group

Good morning, ___ and ____. My name is ____.

Example:

Good morning, John and Mindy. My name is Yuriko.

Hello, Peter and Myles. I'm Yuriko.

Good morning, everyone! I'm Kaito and I will be your tour guide.

2. Additionally, you can use the following sentences after introducing yourself.

Formal

Welcome to ____!

I'm *delighted* to be your tour guide today.

I *know* this city *inside out*.

I'm *looking forward* to showing you the highlights of ____ (name of place).

I *can't wait* to show you my favorite places in ____ (name of place).

I hope you are ready to have a good time!

Pleased to meet you.

It's a pleasure to meet you.

My name is ____ and I'm delighted to be your tour guide on this tour of ____ (name of place).

Informal

Are you ready to *have a blast* in (name of place)?

How's it going?

Nice to meet you.

First time in ____ (name of place)?

Word Bank

I'm delighted. → *I'm happy. I'm pleased.*

I'm delighted to be your tour guide.

I'm happy to be your tour guide.

I know this place inside out. → *I know this place very well.*

I'm looking forward to showing you around. → *I'm excited to...*

I can't wait to show you my favorite places. → *I'm very excited...
I am very eager...*

Please proceed to the next page.

3. If you are part of a company, you can include it in your self-introduction.

You can use the phrase “On behalf of” + your company or agency name.

I'm delighted to welcome you to ____ (name of place) on behalf of ____ (name of company).

I welcome you on behalf of ____ (name of place) to our tour of ____ (name of place).

On behalf of ____ (name of company), I welcome you to ____ (name of place).

Example:

I am delighted to welcome you to Morioka on behalf of Sunshine Tours.

It's a pleasure to be with you today. I welcome you on behalf of Good Morning Morioka Tour Agency. My name is Kaito and I will be your tour guide.

On behalf of Sunshine Tours, welcome to Morioka!

Making your Tourists Comfortable

Having delays during a trip is common. If the trip or ride is taking longer than expected you may use the following phrases:

The trip might take a bit longer because _____. (You can add the reason for the delay)

- > ...we'll be stuck in rush hour traffic.
- > ...we'll be stuck in traffic.
- > ...there's an accident up ahead.

We're almost there.

We'll be there in ___ minutes.

To ensure the comfort of your tourists during the ride, you can check on them and use the following expressions:

Let me know if you need/want to ...

- > ...use the washroom/restroom/bathroom.
- > ...get something on the way to our destination.
- > ...get some coffee.
- > ...get something to eat/drink before the next stop.

To ensure the comfort of your tourists during the ride, you can check on them and use the following expressions:

I need to fill the car up.

I need to get some gas.

Word Bank

know like the back of one's hand → *know something very well*

Would you mind if...? → *Is it okay for you if...?*

buckle up → *put on one's seatbelt*

Watch your step. → *Be careful where you step.*

Offering Help To Your Tourists

Being helpful will make a good impression on your tourists. Use the following words when you want to **offer your help** to your tourists.

Formal

Allow me.

May I help you?

May I assist you?

Informal

I can take that for you.

Here let me.

I'll get that for you.

The phrases above can be used when you want to offer to: 1) **open the door**, 2) **carry their bags**

When your tourists thank you for your help, there are different ways that you can respond to them aside from **'You're welcome'**.

Formal

My pleasure.

The pleasure is mine.

You are very welcome. / You are very welcome, sir/ma'am.

You are most welcome. / You are most welcome, sir/ma'am.

I am happy to help.

Informal

No problem.

No worries.

Sure.

Of course.

Anytime.

That's all right.

Don't worry about it.

Don't mention it.

Please proceed to the next page.

Dialogue

Guide: Good morning, Ms. Jackson. My name is Yukari. Welcome to Sapporo City! I'm delighted to be your tour guide today!

Tourist: Hello, Yukari. You can call me Annie. I'm pleased to meet you.

Guide: The pleasure is mine! I hope you are ready to have a good time!

Tourist: I'm very excited!

Guide: Is it your first time in Sapporo City?

Tourist: Yes! I've been to Tokyo before, but this is my first time here.

Guide: I'm looking forward to showing you the highlights of the city. Are you ready to go?

Tourist: Yes, I am!

Guide: Here, let me help you with your bag.

Tourist: Oh, thank you very much, Yukari.

Guide: You're most welcome, Annie.

Lesson 3

Create an Itinerary

Understand how to determine the best order of tourist attractions to visit.



The Sapporo Clock Tower

Once tourist attractions to visit are determined, use a map (a physical city map or Google Maps) to locate the places.

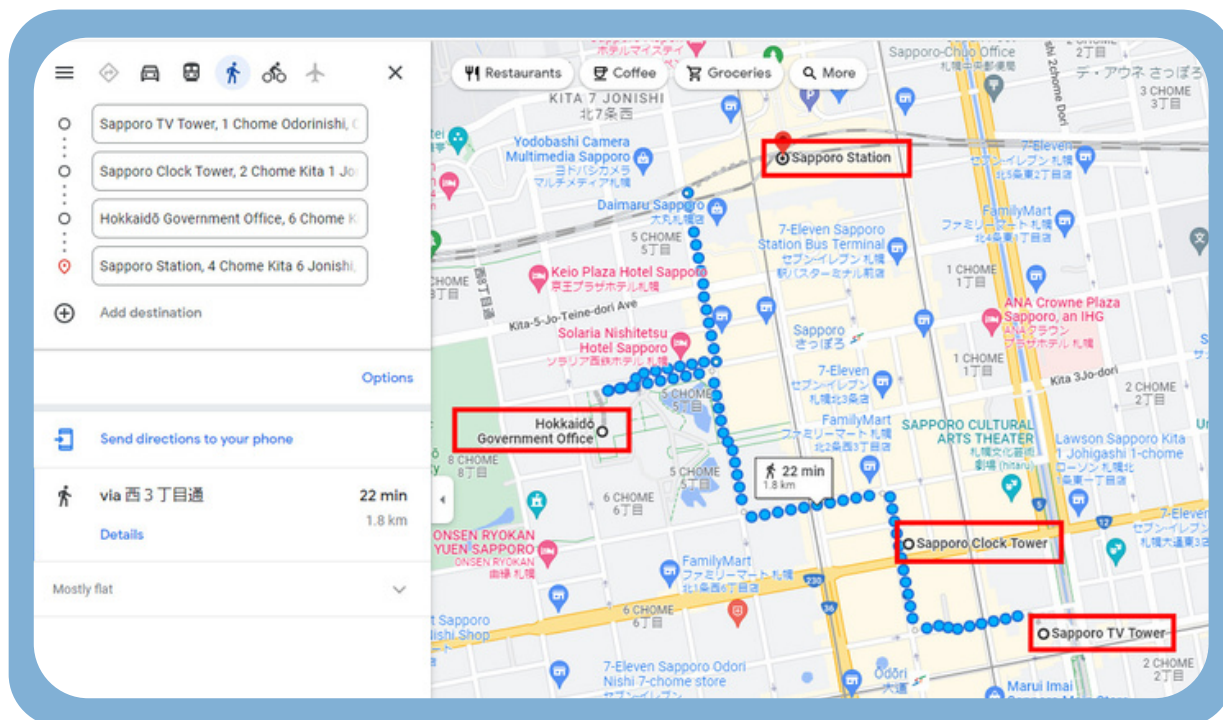
Points to remember

1. Decide the order in which you will sightsee. The route should be as short as possible.
2. Tours should start at well-known tourist attractions.

Activity:

Take a look at this sample tour of Sapporo's famous urban structures.

1 Sapporo TV Tower (start) → 2 Sapporo Clock Tower → 3 Former Hokkaido Government Office → 4 Sapporo Station (final destination)



1. What is the estimated travel time and total distance traveled?
2. Is the tourist route the shortest?
3. Are there restrooms along the tourist route?
4. Also find out the distance and time required for each trip.

TV Tower → Clock Tower

Clock Tower → Former Hokkaido Government Office

Former Hokkaido Government Office → Sapporo Station

Please proceed to the next page.

Understand the different considerations when creating an itinerary.

1. Preview the sightseeing course **on the same day of the week and at the same time of the day as the tour is to be held**. Also check the restrooms in the area.
2. In the eyes of the tour participants, **everything they see on the tour is new**. It is common for them to show interest in things that are nothing to you, or to stop and take pictures. As a rule of thumb, **estimate about 1.5 times as much time as you would spend on your own**. It also takes longer for a group to move together than for a single person.
3. **Finish the tour at the scheduled end time**. Tour participants may have other plans.

Sample Itinerary:

08:45	-	09:00	Sapporo TV Tower (gathering, self-introduction and explanation)
09:00	-	09:45	Sapporo TV Tower Observation Deck (1,000 yen)
09:45	-	10:05	Stroll in Odori Park
10:05	-	10:15	Move to Sapporo Clock Tower (350m)
10:15	-	10:50	Sapporo Clock Tower (200 yen)
10:50	-	11:10	Move to Former Hokkaido Government Office* (850m)
11:10	-	11:50	Stroll in the garden
11:50	-	12:05	Move to Sapporo Station souvenir shop (700m)
12:05	-	12:30	Shopping at the souvenir shop
12:30		12:40	End of tour



Sapporo TV Tower

Restrooms:

- Sapporo TV Tower - Ground floor (*disabled toilet*)
- Sapporo Clock Tower - Outside the building

Convenience store:

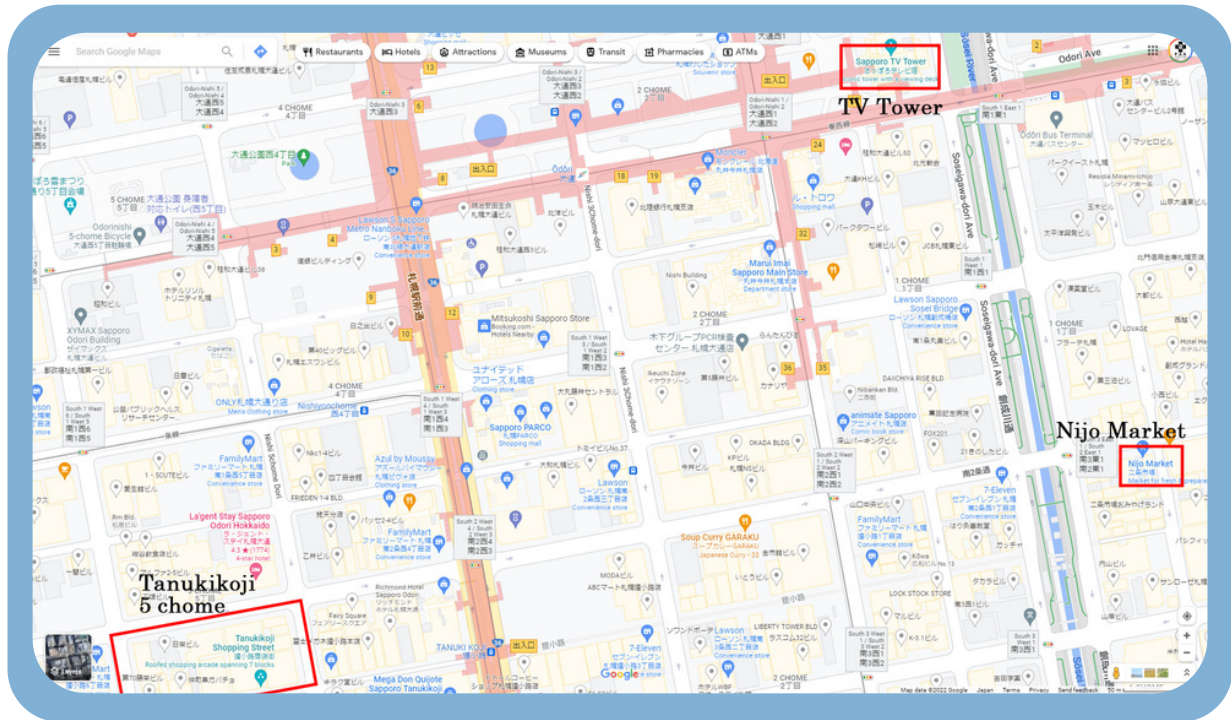
- 1F, Akarenga Terrace (on the way to Former Hokkaido Government Office)

*The building is closed for construction. The nearest restrooms are on the basement level of Akarenga Terrace.

Please proceed to the next page.

Activity:

You are creating an itinerary for a tour of TV Tower, Nijo Market, and Tanukikoji 5-chome. Complete the itinerary by using Google Maps. Include distance between places, route times, and duration in each place.



Tour Itinerary:

08:45	-	09:00	Sapporo TV Tower (gathering, self-introduction and explanation)
09:00	-	09:45	Sapporo TV Tower Observation Deck (1,000 yen)
09:45	-	10:05	Stroll in Odori Park
10:05	-	10:15	Move to Nijo Market (___m)
__:	-	__:	Nijo Market (souvenir shopping)
__:	-	__:	Move to Tanukikoji 5-chome (___m)
__:	-	__:	Tanukikoji (souvenir shopping)
__:	-	__:	End of tour

Lesson 4

Before The Tour

Apologizing for Delays

As mentioned in the previous lesson, **delays are common**. Sometimes it is a delay when you are already on a ride with your tourists, but sometimes there is a delay when you have to pick them up from a place, too.

Here are some phrases to use to **apologize for being late**.

I apologize for being late.

My apologies for being late.

I'm so sorry to have kept you waiting.

In the sentences above, we used the **preposition FOR** followed by the **-ing form of the verb**.

I apologize **FOR** _____.

> ...being late.

> ...coming late.

> ...not arriving on time.

You can follow up the sentence with an explanation for why you are late.

We use **"There was/were" + the event**.

Example:

There was a car accident on my way to pick you up.

There were protestors on the road.

Starting a Conversation

During the ride or walk to a tourist spot, there could be free time to **strike up a conversation** with your tourists. This is a good opportunity to get to know them and **break the ice**.

- **Avoid topics about RELIGION, MONEY and POLITICS.** The tour is not the time to start a debate with your tourists.
- **Ask open ended questions**, not ones that can be answered by Yes or No.

Example:

So how's the city treating you?

What brings you to _____ (name of place)?

What are you looking forward to on the tour?

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You can ask questions that allow you to also share information about different things you see along the way.

Did you know that...

- > ...this is the longest and deepest undersea tunnel?
- > ...they call this place a food lover's paradise?
- > ...some animals here cannot be found anywhere else in Japan?

- **Ask WH questions: Who, What, Where, Which, Why, How**

Ask things that are **not very personal**, and perhaps something that you can relate to what they will see in the tour.

When did you arrive in ___?

When did you know you wanted to visit ___?

What are your expectations for this trip?

What are you interested in?

How long are you here for? / How long are you staying here?

How often do you ___?

Example: How often do you travel?

Where/What city are you from?

Where would you like to go tomorrow?

Where have you tried the most amazing ____ (*name of food*)?

Example: Where have you tried the most amazing seafood?

Which countries have you visited?

Which Japanese dish are you excited to try or eat again?

Why did you choose this tour in particular?

Why do you want to ___?

Example: Why do you want to try snowboarding here in winter?

- **Have you...? → You can use the present perfect tense in asking questions to get to know your tourists.**

Have you + past participle

Have you been...

Have you tried...

Have you eaten...

Have you tasted...

Example:

Have you been to ____ (*name of place*) before?

Have you met any celebrities during a tour?

Have you tried ____ (*name of food*)?

- **Do you...? / Are you...? → You can use present simple questions in asking about your tourists, too.**

Do you like ____ (*name of food*)?

Do you plan to come back again in the future?

Are you interested in...? (*Example: Are you interested in winter sports?*)

Are you a big fan of...? (*Example: Are you a big fan of Japanese anime?*)

Please proceed to the next page.

Comment on something you just **saw, ate, visited, or learned on the tour**. You can also mention a **personal experience** about a place that you are at or about to visit.

I can tell that ____.

- > ...you really like winter sports.
- > ...you are passionate about the history of different places.

I was born in this neighborhood. Ask me anything about it.

____ is my favorite place on this tour. I have a lot of memories of going there from when I was a child.

- Keep the conversation going by **listening attentively**. Listen carefully to your tourist and ask follow up questions. Look at the dialog below and see if you can spot the follow-up questions.

A: When was the last time you tried something like that?

B: I don't think I have! But when I went to Korea, there was a similar food that I tried.

A: Oh, really? When did you go to Korea?

B: It was three years ago. I went there to see a concert for a K-pop group that I like.

A: Oh you like K-pop? I've heard of some artists. Who is your favorite?

If you did not understand what was said, you can **politely ask them to repeat a sentence** for you. The following phrases can be used:

Formal

Sorry, can you repeat that please?

Sorry, can you say that again?

Could you repeat that, please?

Could you say that again, please?

I beg your pardon?

Informal

Sorry, I missed that. What did you say?

Sorry, I didn't catch that.

Could you speak more slowly please?

Sorry, I didn't quite understand that.

I'm sorry?

Lastly, you can keep a conversation going by **showing interest through your reactions**. You can react using the phrases below:

Really? That sounds... + adjective

Really? That's... + adjective

Really? That sounds great!

That's awesome!

That sounds exciting.

That's a little scary!

Really? That sounds like fun!

Word Bank

break the ice → *get a conversation going when you are meeting for the first time*

I missed that. / I didn't catch that. → *I didn't hear it.
I didn't understand what you said.*

Please proceed to the next page.

Dialogue

Guide: So when did you arrive in Sapporo, Ms. Annie?

Tourist: I arrived just last night, but I've been staying in Tokyo for a week before I went here.

Guide: How is the city treating you so far?

Tourist: Great! I'm really excited to experience another part of Japan.

Guide: What are you looking forward to on the tour?

Tourist: Well, I love history so I am really looking forward to visiting the historical village of Hokkaido.

Guide: Yes, I think you'd enjoy that very much. Have you visited other historical villages before?

Tourist: Not in Asia. But I've been to a lovely mountainside village in Casares, Spain. My favorite site was the ruins of Lacipo.

Guide: I'm sorry, could you repeat that please?

Tourist: The ruins of Lacipo in Casares, Spain.

Guide: I can tell that you really like history. What are you expecting from this tour in Sapporo?

Tourist: Honestly, I am really curious about the architecture from the historical periods!

Guide: You're in luck! You will see a lot of buildings from the Meiji and Taisho periods in this village.

Tourist: That's great!

Lesson 5

Gather Relevant Facts for Each Tourist Spot

Understand how to gather correct and necessary information about tourist attractions.

The quality of the tour is determined by advance preparation. Tour guides must also gather a variety of information to write your tour manuscripts. **Accuracy of information sources** is of utmost importance.

Credible sources for history, art, and people (always check multiple sources)

1. Published books with clear authorship
2. Published magazines and newspapers
3. Official websites
4. Interviews from experts and articles written by experts

Note: Include references if necessary

Unreliable sources for history, art, and people

1. Articles of any kind where the author is unknown (books, blogs, SNS, etc.)
2. Hearing from non-experts, articles written by non-experts

Credible sources for museums and facilities

1. Direct confirmation by phone, email, or personal visit
2. Official website

Understand how to efficiently gather information about tourist attractions.

If the information on the website is incorrect, the guide must assume full responsibility for the tour participants.

Points to remember

1. Visit the official website.
2. Ensure that the website is updated regularly and that the information is current.
3. Since reliable information is needed when recruiting tour participants, it is advisable to call the museum or facility directly to confirm holidays and hours of operation for the month.
4. **Be aware of temporary closing dates.**

Please proceed to the next page.

Example:

Is the Hokkaido Museum of Modern Art open on Tuesday at 14:00 on September 20, 2022?

Visit <https://artmuseum.pref.hokkaido.lg.jp/>

Hours: 9:30 -17:00 (Last admission 16:30)

Late night opening: 9:30 to 19:30, Fridays from July 23 to August 27

Last admission: 19:00

Closed: Mondays (except national holidays, in which case the museum is open on Monday but closed the following Tuesday, and Nov. 1), Dec. 29 - Jan. 3, and for rehanging of exhibitions.

Check latest details regarding temporary closure.

Example:

When was the Sapporo Clock Tower designated as a National Important Cultural Property?

Visit <http://sapporoshi-tokeidai.jp/>

History

The development of Sapporo as the capital of Hokkaido began in 1869, with the help of many foreign experts, engineers and educators. "The Clock Tower" was built in 1878 and is therefore regarded as both a historical and cultural symbol of Sapporo. The Clock Tower was originally called "Embujo" - meaning a 'military drill hall' - and served as a drill hall for the Sapporo Agricultural College (currently Hokkaido University), which was the first institution for Agricultural Studies in Japan.

Dr. William S. Clark, President of Massachusetts Agricultural College, was invited as the first vice-president of the Sapporo Agricultural College. During his tenure, he designed the curriculum with military training, similar to that of MAC. Professor William Wheeler took over after Dr. Clark and planned to build a military drill hall, which was later called the Clock Tower. It is said that Governor Kiyotaka Kuroda of the Hokkaido Development Commission proposed renovating the tower by installing a large clock, which was manufactured and purchased from the E. Howard Watch & Clock Co. of Boston, Massachusetts. The construction of this new addition was completed in 1881.

The simple and practical features of the Clock Tower's wooden structure are typical of American houses found in the Mid-west and West during its colonization. Rooms on the first floor were used as laboratories, lecture rooms, and exhibition space for zoological, botanical, and mineralogical specimens. The second floor was used for physical education training as well as a ceremony hall.

The Clock Tower was designated as a National Important Cultural Property in 1970 and is now a museum that is also used for various cultural activities. The Clock Tower continues to serve as a historical landmark, telling stories of early days in Sapporo.

Please proceed to the next page.

Activity:

Find and search for the following information on the tourist spots' official websites.

1. How much is the admission fee to the Botanic Garden of Hokkaido University for elementary school students and adults, respectively?
2. Is the observation deck at the Sapporo TV Tower open in the afternoon on November 9, 2022?
3. When did Maruyama Zoo open?

Lesson 6

Starting The Tour

Going Through the Itinerary

When giving a tour, providing a brief description of your itinerary is needed. Make sure to give clear details and descriptions.

Sentence patterns

To talk about plans and intentions, we use:

Going to + the activity in the infinitive form

“Be going to” is used to express **what will happen or what could happen**.

Example:

Going to stop by the museum...

Going to see a cultural dance...

You can also use the **present continuous tense** in making arrangements for the future. The present continuous tense talks about **something that is happening now, frequently, or something that may continue in the future**. We use:

We are + -ing form of the verb

Example:

We are heading to the station now.

We are seeing an exhibition about the culture of the Ainu people.

Sequence of events

When talking about a sequence or order of events that will be followed on your tour, you can use the following words:

First	Then	Before	To start	Lastly
Next	Later	After	Finally	

First / To start / Before

First, we are going to stop at ____.

To start, we are going to visit ____.

We are **going to start** at ____.

Before we go to the _____, we will be eating at ____.

Example:

First, we are going to stop at Odori Park.

Please proceed to the next page.

Then / Next / After

Next, we are heading to ____.

Then, we will ____.

Next, on the way to ____ we will see a ____.

Then, we'll be stopping at ____.

Example:

Next, we are heading to Sapporo Dome.

Later

Later, we can take a lunch break at ____.

Later, we will ____.

Later, we are going to ____.

Example:

Later, we can take a lunch break at Sapporo Ramen Haruka.

Finally / Lastly

Lastly, we are going to ____.

On the way back, we will ____.

Finally, we are going to ____.

Example:

Lastly, we are going to Sapporo Beer Museum.

Let's see the example itinerary below and how the tour guide will explain it to the tourists.

07:00	Meet up at Sapporo Station North Exit Square
07:15	Departure from Sapporo Station North Exit Square
07:15 - 07:45	Taxi to Moerenuma Park
07:45 - 08:30	Tour of Moerenuma Park
08:30 - 09:00	Breakfast Picnic
09:00 - 09:45	Tour of Moerenuma Park
09:45 - 10:00	Ice Cream Stop
10:00 - 10:15	Walk to Satoland
10:15 - 11:15	Tour of Satoland
11:15 - 11:30	Taxi to Yurigahara Park
11:30 - 12:30	Lunch
12:30 - 01:30	Tour of Yurigahara Park



Yurigahara Park

To start, we are going to meet up at Sapporo Station North Exit Square. We will depart by 7:15, **then we will** drive to Moerenuma Park for our first stop. **We will** tour around the park from 7:45 when we arrive, **then later** at 8:30 we will have a breakfast picnic together.

Next, we are going to continue the tour and you are free to enjoy the park as you wish. You can take pictures and ride a bike around the park, **then we are going to** meet at the entrance again by 9:45. We'll be stopping at an ice cream shop across from Moerenuma Park before we walk to Satoland Farm Park.

We have one hour to tour Satoland **before** we book a taxi and depart by 11:15. **Then**, we have a 15-minute drive to our last stop at Yurigahara Park. **We are going to** have lunch at a Yakiniku Restaurant near the park **before** we walk around Yurigahara Park.

Please proceed to the next page.

Recommending Places and Activities

While you are on a tour, tourists may ask for recommendations on activities or places that they can visit. **You are their most reliable source of information.** Below are some expressions you can use to give recommendations.

1. **I recommend**

I recommend + -ing form of the verb

Example:

I recommend going to Sapporo Station.

I recommend visiting the Hokuto Area.

I recommend spending a few days in Morioka.

I recommend going on a bike ride around the park.

I recommend eating at a local seafood restaurant.

2. **You can't come to __ and not __.**

Example:

You can't come to Hokkaido and not have seafood.

You can't come to Sapporo and not try the miso ramen.

3. **If you are in __ in __, do not miss ____.**

Example:

If you are in Sapporo in January or February, do not miss the Snow Festival.

If you are in this park in spring, do not miss the Cherry Tree Forest.

4. **You should + infinitive**

Example:

You should go to Asahiyama Park. It's covered in flowers this time of year.

You should try the Soup Curry.

You should visit the Hokkaido Museum of Modern Art.

5. **If you + Present tense + you will**

Example:

If you love sweets, you will enjoy the Shiroyo Koibito. They are wafers with white chocolate.

If you like historical spots, you will like the Sapporo Clock Tower.

Activity

Make a recommendation to someone who likes:

- Fresh seafood
- Outdoor activities
- Flowers

Please proceed to the next page.

When your tourists asks for something you cannot do

Sometimes tourists can make requests to do things or go places that are not possible for your tour. How can you politely refuse or turn down their request?

1. **I'm afraid...**

This phrase automatically lets your tourist know that what they want is not possible.

Example:

I'm afraid that's not possible. That park is 2 hours away from here.

I'm afraid we can't go there. They are closed on Saturdays.

2. **I'm sorry, but...**

This functions the same as "I'm afraid" but is a more casual way of expressing regret.

Example:

I'm sorry, but we can't. The park is 2 hours away. It will take up most of our time today to go there.

I'm sorry, but the restaurant will be closed by that time.

Making a suggestion

When you are refusing a request, you can provide an alternative or make a suggestion of other things they can do. You can use the phrase:

1. **Would you like to ___ instead?**

Example:

I'm afraid the park is 2 hours away. Would you like to go to the museum instead? It's only 20 minutes away.

I'm sorry, but the restaurant closes at 8pm. Would you like to have lunch there tomorrow instead?

2. **May I suggest an alternative?**

Example:

I'm afraid we can't do that. May I suggest an alternative? I know a great sushi restaurant that I think you will love.

May I suggest an alternative? Hokkaido University also has a lovely Botanical Garden.

2. **How about going/doing ___ instead?**

How about + -ing form of the verb

Example:

How about going to Ishiya Chocolate Factory instead?

How about visiting Satoland Farm Park instead? They have animals that you can meet.

I'm afraid the Miso Ramen is not available. How about trying the Soup Curry instead?

Please proceed to the next page.

Dialogue

Tourist: I really want to visit the Ainu Center. Is it possible today?

Guide: I'm afraid it's not possible for today's tour. The center is closed until next month for their renovations.

Tourist: Oh really? That's too bad. I was hoping to make a side trip to the Ainu Center.

Guide: May I suggest an alternative?

Tourist: Yes, please.

Guide: How about we visit the Upopoy National Ainu Museum and Park instead? It's the national center for learning about and promoting Ainu history and culture.

Tourist: Really? Is that something we can visit today?

Guide: I think I should be able to get us some tickets for tonight. I'll see what I can do.

Tourist: Thank you, that will be great.

Lesson 7

Lesson 8

Conducting Your Tour Pt. 1

The Itinerary

Here is a sample tour in the Philippines.

08:45	-	09:00	Rizal Park Hotel Manila Lobby (Gathering, introduction, explanation)
09:00	-	09:10	Walk to Rizal Park
09:10	-	09:50	Stroll in the Park
09:50	-	10:00	Walk to National Museum of Fine Arts
10:00	-	11:20	Viewing exhibits in the museum
11:20	-	11:30	Move to Manila Cathedral by a chartered bus
11:30	-	12:00	Church Tour
12:00	-	12:15	Move to Rizal Park Hotel
12:20	-	13:20	Lunch at the hotel restaurant (Filipino buffet)
13:20	-	13:30	Walk to Manila Ocean Park
13:30	-	15:00	Aquarium visit, Souvenir shops
15:00	-	15:10	Walk to Rizal Park Hotel
15:10	-	15:20	End of tour

Official websites:

Rizal Park

<https://npdc.gov.ph/history-and-attractions/>

National Museum of Fine Arts

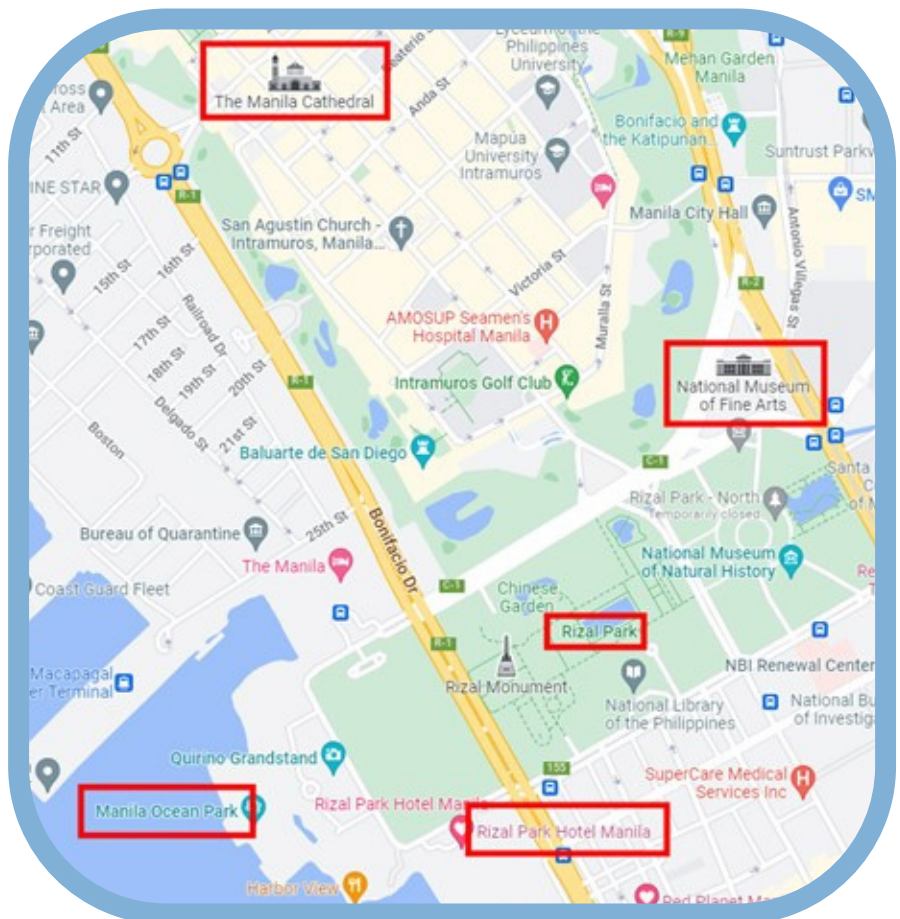
<https://www.nationalmuseum.gov.ph/>

Manila Cathedral

<http://manilacathedral.com.ph/>

Manila Ocean Park

<https://www.manilaoceanpark.com/>



Please proceed to the next page.

Giving Safety Advice to Your Students

Before, during, or even after your tour, you can give **safety reminders and advice** to your tourists. There are things that they need to keep in mind and you can use the following sentences to express them:

1. **It's best to/not to... + advice**

Example:

It's best to wear comfortable and light clothes for tomorrow's trip. We will be hiking.

It's best not to go away from the hiking trail so you won't get lost.

2. **You should/shouldn't...**

Example:

You shouldn't feed the animals in Satoland Farm.

You should bring a swimsuit if you want to swim at Zenibako Beach.

3. **Try to avoid... + -ing form of the verb**

Example:

Try to avoid breaking away from the group during this tour.

Try to avoid taking flash photography in the museum.

4. **It's a good idea to...**

Example:

It's a good idea to wear sunscreen for our walking tour.

It's a good idea to travel light. We have a lot of walking to do.

5. **Be careful.**

Example:

Be careful. Watch your step during the hike.

Be careful. Make sure you don't forget anything inside the taxi.

Word Bank

travel light → to not bring many things

watch your step → to walk or act carefully

Please proceed to the next page.

 **Understand what to include in a tour manuscript.**

 **Understand how to write a tour manuscript.**

Preparing your Manuscript

A manuscript is helpful when giving a tour. You can ensure that you would not forget to mention any important details about your tour that could be interesting and entertaining for your guests. **Your manuscript should not only inform but also entertain.**

A usual way of preparing a manuscript is to prepare 3 parts:

A) Introduction, B) Body, and C) Conclusion.

Introduction

The purpose of the introduction is not only to introduce the name of the tourist spot that you are showcasing to your clients. It is meant to **capture the attention of your participants and make them want to continue on the tour.**

Body

The body will include more details about your chosen tourist spot. The sentences in this portion of the manuscript are meant to **support your introduction or main topic** for the tour. This part is where you include all the necessary details to make sure that your guests are not only well-informed but also entertained. There can be three paragraphs in your body.

Conclusion

A conclusion typically **wraps up the formal writing.** For your manuscript, your conclusion can be your transition to another part of the tour, instructions for your tourists, or a story about a personal experience you had in that tourist spot.

The five paragraphs will serve as a guide to organize your thoughts, but you are not limited to only five paragraphs if your narration or description of the story and information is more complex.

Typically, there are questions you would like to be answered when you write your manuscript:

1. What is this tourist spot?
2. When was it built or opened?
3. Why was it built?
4. What features can be enjoyed in this tourist spot?
5. Why do you like this tourist spot?

Please proceed to the next page.

The addition of the answer in **number 5** makes the tour **more personal** and shares the tour guide's experience with the chosen site. To simplify, when writing or preparing a manuscript, one should answer the **WH questions** first and expand from there.

- **WHAT** is this tourist spot?
- **WHERE** is this tourist spot?
- **WHEN** was this tourist spot opened or established?
- **WHY** was this tourist spot opened?
- **WHO** was responsible for the opening?
- **HOW** is this tourist spot relevant or important?

The order in which you write the information depends on what you want to focus on for your tour or what kind of tourist spot you are writing about.

Writing about a Monument

You've learned about the basic parts of writing a composition. Now, look at the manuscript prepared for a monument in the Philippines. Does it answer the five questions mentioned in the previous lesson?

A **monument** is a structure, building or any structure that is meant to **remember or commemorate a notable (important) person or event**. What information should you include when writing a manuscript for a monument?

- Who or what does the monument want to commemorate?
- When was this structure built? Has it been rebuilt or renovated?
- What materials were used to build it, and are they unique or special?
- What special features does it have?
- Who was the artist who designed it?

Let's look at a monument in the Philippines and take note of how the questions mentioned above are answered to write the manuscript.

The Rizal Monument



Introduction

Jose Rizal was a leader of the Philippine independence movement in the late 1800s. He was a patriot, physician, and man whose writings became an inspiration to the Philippine nationalist movement. The Philippines was a Spanish colony from 1565 to 1898 and Rizal committed himself to the reform of Spanish rule in his home country.

Educational opportunities were available to him, and he studied medicine at Saint Thomas University in Manila before going to Spain to study at the age of 21. It was then that he came to believe that Filipinos were not inferior to Spaniards, but that the only thing lacking was educational opportunity. He found his mission to enlighten his countrymen and free the Philippines from Spanish subjugation.

Please proceed to the next page.

He wrote two novels: *Noli Me Tangere*, which is a novel that exposed the evils of Spanish rule; and its sequel *El Filibusterismo*. These novels established his reputation as the leading spokesman of the Philippine reform movement. He was also the leader of a Propaganda Movement where he contributed articles to the newspaper, *La Solidaridad*. Rizal's political program included integration of the Philippines as a province of Spain, representation in the Spanish parliament, the replacement of Spanish friars by Filipino priests, freedom of assembly and expression, and equality of Filipinos and Spaniards before the law. He did not advocate Philippine independence, but rather sought equality between the Spaniards and the Filipinos.

Educational opportunities were available to him, and he studied medicine at the University of Santo Tomas in Manila before going to Spain to study at the age of 21. It was then that he came to believe that Filipinos were not inferior to Spaniards, but that the only thing lacking was educational opportunity. He found his mission to enlighten his countrymen and free the Philippines from Spanish subjugation.

When he returned to Manila in 1892, he formed a nonviolent-reform society called *La Liga Filipina*, but was immediately arrested by the Spanish governor and exiled to Mindanao. He spent the next four years in Mindanao, and in 1896, he left Mindanao after being allowed to volunteer to serve as a military doctor in Cuba.

When the Philippine Revolution began in August 1896, Rizal was again arrested and tried as one of its leaders. Although Rizal had no connections with the organization, he was found guilty and executed here on December 30, 1896. This day is now a national holiday in the Philippines as the anniversary of the death of Rizal, a national hero.

Body

Did you know that Jose Rizal's remains are laid under this very monument?

On September 28, 1901, the United States Philippine Commission approved Act No. 243, which would commemorate the memory of Dr. Jose Rizal by erecting a monument in the very site of his execution, this place that was once called Bagumbayan.

The Act stated that the monument would not only bear a statue of the hero, but would also house his remains. The act also created a committee on the Rizal monument. It would be this committee that held an international design competition for the monument. They invited sculptors from Europe and the United States to submit entries between 1905 and 1907.

An Italian artist named Prof. Carlo Nicoli, won the Grand Prize for his design entitled "*Al Martir de Bagumbayan*." (The Martyr of Bagumbayan). However, because he could not post a performance bond, the contract was awarded to the Second Prize Winner, Dr. Richard Kissling.

This twist of fate may have been for the best though, as some would say, because the original winner's design would have rendered a monument in expensive marble. *This monument* that you see before you now from Kissling's design, *is made of* unpolished granite and bronze—which seems to better suit the principles of the national hero.

The monument was dubbed 'Motto Stella' or Guiding Star. *The monument is* 14 meters high and *shows* Rizal in an overcoat and holding a book that represents his two novels, *Noli Me Tangere* and *El Filibusterismo*. *On one side* of the figure, is a mother rearing her child, *and on the other side* are two boys reading. *The figures represent* family and education respectively, which are two things that Rizal greatly valued. *Behind* the figure are leaves and a pot that is meant to represent the natural resources of the Philippines. *The three stars at the top of the stone pillar* represent the three main islands of the Philippines.



Please proceed to the next page.

Conclusion

On December 30, 1912, the cornerstone of this monument was laid on this place, along with the remains of Jose Rizal. One year later, on December 30, 1913, the monument was unveiled and this park where it stands was renamed to Rizal Park.

Let's look at the highlighted phrases in the manuscript.

_____ (name) was _____.

(Use the past tense when talking about a person or event in the past)

Did you know that _____?

(Insert something interesting about tourist spot on the blank)

This monument was dubbed _____.

(What is this monument called? Does it have another special name?)

This is made of _____.

(Materials used for building it)

This shows _____.

One side is _____.

On the other side is/are _____.

Behind is _____.

(Describe the design)

The design represents _____ / The symbol represents _____.

(Explain what the design means, if any)

On _____ (date), the monument _____.

(describe what happened on that date)

Other useful phrases:

On top is _____.

(Describe the design on top)

To the left/right is _____.

(Describe the design on the left or right)

This was designed by _____.

(Name of designer)

Activity

Write about a monument or statue in your city.
Use the phrases above.

Please proceed to the next page.

Writing about a Museum

There are many details needed for a museum, but applying the questions we learned earlier, how can we prepare our manuscript for a museum? How will you answer the five questions based on information about the museum?

- What is this tourist spot?
- When was it built or opened?
- Why was it built?
- What features can be enjoyed in this tourist spot?
- Why do you like this tourist spot?

Let's see how the manuscript is written about the National Museum of Fine Arts in the Philippines.

The National Museum of Fine Arts



Introduction

The National Museum of Fine Arts *houses* a total of 29 galleries and hallway exhibitions. *In the museum, you can view* work from Filipino masters, National Artists, leading modern painters, sculptors, and printmakers. You can also view art loans from other government institutions, organizations, and individuals.

Body

The building was designed by Ralph Harrington Doane, Antonio Mañalac Toledo and Juan M. Arellano and *was built between* 1918-1926. Originally, it was designed to be the National Library. *The building construction began in* 1918, but was delayed for lack of funds, and was decided to become the Legislative Building instead.

Sadly, this building was used as a stronghold by Japanese forces in 1945, and it was modified with their defensive installations. Guns and heavy machines were placed strategically around the building, and for several days until February 27 of that year, American forces rained artillery on the building. It was heavily damaged after the war, but it was rebuilt in 1949.

It had the same four floors that it had, but was given a simpler facade. Some would say the building itself is a work of art. Its columns, sculptures, asymmetric designs and even the spectacular views you can see outside, contribute to the understated beauty of the building.

In September 2010 it was *actually* declared a National Historical Landmark to honor the importance of the building as witness to some political historical milestones. Three Philippine presidents were inaugurated in this museum, and it was also the Executive House of the Prime Minister during the Martial Law in 1972.

The National Heraldic Code of the Philippines unveiled the Philippine Flag Hoisting marker at the National Museum of Fine Arts to honor the site's historic value. This flag in front of the building is permanently hoisted and is lit at night in the National Museum of Fine Arts.

Some of the galleries you will find in this museum are the Dr. Jose Rizal Hall, the Early 20th Century Philippine Portrait Hall, and my personal favorite Spoliarium Hall which is the first artwork you will see as soon as you step inside the museum.

Please proceed to the next page.

The Spoliarium Hall houses one of the country's most well-known paintings, the Spoliarium by Juan Luna y Novicio. Across from the Spoliarium is another famous work of art called El Asesinato del Gobernador Bustamante (The Assassination of Governor Bustamante). It is the most extensive work by another Filipino master painter, Felix Resurrección Hidalgo, Juan Luna's contemporary and friend.



In the 20th Century Philippine Portrait Hall, works of portraiture by artists of the classical realist school, dating from 1903 to 1960s are displayed. This was a medium that was wholly dominated by National Artist Fernando Amorsolo (1892-1972), whose influence continues to be widespread until today.

We talked about Dr. Jose Rizal when we visited the Rizal monument earlier, too. *The exhibition* to honor Dr. Rizal *is called* "Inspiring the Nation, Dr. Jose Rizal: The National Hero in Art". *The gallery displays* some of his art works. He isn't just a well-known doctor and writer, he is also a skilled artist.

Conclusion

The Art Division of the National Museum traces its beginnings in 1973. This division administers the National Fine Arts Collection (NFAC) which is the growing collection of visual arts and archives. *This collection includes* paintings, photographs, painted photographs, prints, drawings and studies, installation art, sculptures, documents, and memorabilia of Filipino artists who significantly impacted the nation's artistic heritage. This collection also features the achievements and aspirations of Filipino visual artists – from the unknown artists of the 18th century, masters of the 19th century, National Artists, up to the leading modern artists of the 1990s. This is what you can expect to see in the museum today.

Let's look at the highlighted phrases in the manuscript.

The ____ (name of museum) houses ____.

(How many works of art/galleries)

In the museum, you can view ____.

(Examples of paintings or artists featured)

The building was designed by ____.

(Name of designer)

It was built between ____ (Year) to ____ (Year).

It was built in ____ (Year).

The building construction began in ____ (Year).

(Date of construction and completion)

It was actually ____.

(Insert a trivia or unique information about the museum)

Some galleries you will find in this museum are ____.

(Name of galleries)

Please proceed to the next page.

The Spoliarium Hall houses _____.

(What specific paintings are in this hall/exhibition?)

The exhibition is called _____.

(Title of the exhibition)

The gallery displays _____.

(What kinds of art is displayed in this exhibition?)

This collection includes _____.

(What kinds of art can be seen in the collection?)

Other useful phrases:

Some works of art you will find in this museum are _____.

(Name of artwork or kinds of artwork)

It features _____.

(What are features in the museum?)

In the museum, you can view _____.

(What can you see in the museum?)

Word Bank

Kinds of artwork you can see in a Fine Arts Museum:

Paintings	Architecture
Drawings	Statues
Sculptures	Poetry
Artifacts	

Tip Box

by

_____ (name of painting) by
_____ (name of artist)

Example: Spoliarium by Juan Luna

the

When talking about titles of artwork, use THE before the name of the art.

Example:

*The Spoliarium
The Parisian Life
The Mona Lisa*

Examples:

The National Museum of Fine Arts houses 29 galleries and hallway exhibitions.

In the museum, you can view works of art from Filipino painters as well as art loans from government institutions.

The building was designed by Ralph Harrington Doane, Antonio Mañalac Toledo and Juan M. Arellano.

It was built between 1918 and 1926.

It was built in 1918.

The building construction began in 1918.

It was actually declared a National Historical Landmark in 2010.

It was actually the first Fine Arts Museum built in the city.

Some galleries you will find in this museum are the Dr. Jose Rizal Hall and the Spoliarium Hall.

The Spoliarium Hall houses one of the country's well-known paintings, the Spoliarium.

The exhibition is called Dr. Jose Rizal: A National Hero in Art.

The gallery displays busts and portraits of Rizal made by Filipino artists.

This collection includes drawings, paintings and sculptures from Filipino artists.

Lesson 9

Conducting Your Tour Pt. 2

Writing about an Amusement Park

Following what you learned from the previous lesson, let's write a manuscript about an Amusement Park. Remember the questions you need to answer for manuscripts.

- What is this tourist spot?
- When was it built or opened?
- Why was it built?
- What features can be enjoyed in this tourist spot?
- Why do you like this tourist spot?

Below you will find a manuscript written about an Oceanarium. An Oceanarium is a large-scale aquarium that features tunnels guests can walk through like they are under the sea and surrounded by marine life. Let's see how the manuscript was written for an Oceanarium.

The Manila Ocean Park



Introduction

The Manila Ocean Park is the first marine-themed park in the Philippines. The Oceanarium is only *one of the many attractions you can enjoy* in Manila Ocean Park. This park also has the Birds of Prey Kingdom exhibit, the Sea Lion Show, the Trails to Antarctica exhibit and many more.

Body

First up on our list is the Oceanarium. This Oceanarium is home to 14,000 marine creatures from around 277 species that are all native to the Philippines and Southeast Asia. You can even see penguins while you are in the Philippines in the middle of summer. *Because of* its size and the diverse creatures it has, *this is* one of the world's best public aquariums.

The aquariums carry a total of 3000 cubic meters of seawater all together! The water used in the aquariums have been taken and filtered from Manila Bay itself to make sure that the water is suitable for marine life.

At the very heart of this Oceanarium, you will find the main attraction that allows you to walk through a 220-degree tunnel that shows an amazing view of the sea creatures swimming around you.

Conclusion

This park was opened to the public in March 2008 and since then has added features to its facilities. *Now, the park also has* a Hotel H2O that has marine-themed rooms. You can sleep in rooms with an aquarium along the walls, so you can watch the fishes or the jellyfish as you enjoy in your hotel room!

Please proceed to the next page.

Let's look at the highlighted phrases in the manuscript.

The _____ (name of park) is _____.

(insert a special information about the park)

One of the many attractions you can enjoy is the _____.

(name of attraction)

The _____ (name of attraction) is one of the many attractions you can enjoy.

First up on our list is the _____.

(insert the first attraction you will talk about)

Because of _____ (quality or feature of the park), this park is _____. (result of having the feature in the park).

At the very heart, you will find _____.

(Special feature of the park)

This park was opened to the public in _____. (Year)

Now, the park also has a _____.

(New or latest feature)

Examples:

The Manila Ocean Park is the first marine-themed park in the Philippines.

One of the many attractions you can enjoy is the Jellies Exhibit.

The Jellies exhibit is one of the many attractions you can enjoy.

First up on our list is the Jellies Exhibit.

Because of its size and diverse marine animals, this park is one of the world's best public aquariums.

At the very heart, you will find the main attraction which is the aquarium tunnel.

This park was opened to the public in March 2008.

Now, the park also has a marine-themed hotel.

Writing about a Temple/Shrine

What kind of questions need to be answered when you are talking about a Temple, Shrine or other places of religious activity?

First, let's know the difference between a temple and a shrine so that you can also explain it to your tourists who might not be familiar with it.

Simply put, *temples are Buddhist* and *shrines are Shinto*. A temple may have a large incense burner and many Buddhist statues. Sometimes it can also have a graveyard attached to it. A shrine, on the other hand, often has a large red torii (sacred gate) standing in front of them.

Please proceed to the next page.

Now what kinds of questions would you need to answer about a place of religious activity? Again, we review the basic questions we have learned in the previous lessons.

- What is this Temple/Shrine called?
- When was it built?
- Who was it built for?
- What are the features of this place?
- What activities are done in this place?

Below you will see a sample manuscript of a place of religion in the Philippines. Let's see how to describe a tourist spot of religious origins.

The Manila Cathedral



Introduction

The Manila Cathedral was first called the Church of Our Lady of the Immaculate Conception when *it was first founded in 1571*. Miguel Lopez de Legaspi, a Spanish conquistador who discovered Manila, *established this church in Manila*. It is now the Premier Cathedral of the Philippines because it is also the first ever Cathedral in the Philippines.

Throughout history, earthquakes and some natural disasters often damaged the cathedral, but it always managed to return as a new structure. This is why the Manila Cathedral was likened to a phoenix that comes back to life from the ashes again and again. Each time it is damaged or destroyed, the people will help fund the renovations and repairs to make it into the beautiful and majestic church it was meant to be. Aside from some repairs and minor restorations, from 1958 the cathedral no longer suffered from major earthquakes.

Body

Now, you stand before the 8th version of the Manila Cathedral. *The cathedral covers an area of* nearly 3,000 cubic meters. *The building right now has* a Latin-cross plan wherein the aisles are separated from the nave by arcaded colonnades.

Marble *is used in the construction of the cathedral*, and its beauty makes the structure stand out. The chapels are paved by highly polished Carrar marble from Italy. The main altar has a two-meter high statue of the Immaculate Conception, and it is featured with lovely green Carrara marble. The floors are cream marble, and the pulpit and Episcopal throne are made out of Italian marble too.

The cathedral was made more spatial and visually interesting by its Neo-Romanesque facade, Byzantine motifs, bronze doors, pineapple finials and other artistic ornamentations. It is a mixture of different styles while at the same time has a Marian theme as a tribute to the patroness of the church, the Immaculate Conception.

This new design is from the famous architect Fernando Ocampo. He fashioned the new design to the old structure of Manila Cathedral but he adapted it to the postwar period's modernist trend in architecture. From the old ruins of the previous cathedral design, Ocampo made the design of the new cathedral. This new structure would rise from the same ground inside the walled city where it was built.

Please proceed to the next page.

Conclusion

On December 7, 1958, before the feast of the Immaculate Conception, the Manila Cathedral was declared sacred. To this day, the cathedral remains a symbolic seat of the Catholic Church in Manila and its goal is to become a model to all churches.

The Manila Cathedral is considered a time narrative—something that tells a story of ruins and risings, of ravages and restorations. Now, the Manila Cathedral works around a new and more complex mission parameter: Worship, Education, Services, Temporalities, and Youth. For centuries, it has shown a devotion to praying for the Holy Souls in Purgatory. Souls in purgatory are believed to be neither in heaven or in hell. They will be purified in purgatory until they are worthy to enter heaven. The Cathedral even has a dedicated chapel to pray for these Holy Souls.

Because the Cathedral continued to rise despite being destroyed or damaged, it has become a beacon of hope and a preserver of faith for the people who come to the cathedral to hear the mass.

Many events are held in this Cathedral, *including* mini concerts for religious holidays, religious events, weddings, christenings, baptism, and of course the masses.

Let's look at the highlighted phrases in the manuscript.

It was founded in _____. (Year)

____ (Person who founded the church) **established this church in _____.** (Place where it was built)

The cathedral covers an area of _____.

(How big is the land area of the church?)

The building right now has a _____.

(Enumerate features of the church.)

_____ was used in the construction of the cathedral.

(What was used to build the church?)

This new design is from _____. (Name of designer)

Many _____ (What events are held in the cathedral?) **are held in this cathedral, including _____.** (List down some events done in the religious place)

Examples:

It was founded in 1571.

Miguel Lopez de Legaspi established this church in Manila.

The cathedral covers an area of 3000 cubic meters.

The building right now has a two-meter high statue of the Immaculate Conception.

Italian Marble was used in the construction of the cathedral.

This new design is from the famous architect, Fernando Ocampo.

Many events are held in this cathedral, including weddings and holiday masses.

Please proceed to the next page.

Grammar for Describing Tourist Spots

During your tour, you will be talking of the past a lot and describing many things. Here are some useful grammar rules that you can apply and use for your manuscript.

Passive voice

Use the pattern

Object + *was/were* + past participle + *by* (doer of the verb)

The usual way of making a simple sentence is in the Active Voice. To give variety to your sentences when you compose your manuscript, try using the passive voice as well.

Example:

PASSIVE

The Manila Cathedral (object) was designed (past participle of design) by Fernando Ocampo.

ACTIVE

Fernando Ocampo (subject) designed the Manila Cathedral.

PASSIVE

Noli Me Tangere was written by Dr Jose Rizal to expose the evil doings of the Spaniards

ACTIVE

Dr. Jose Rizal wrote Noli Me Tangere to expose the evil doings of the Spaniards.

You can follow the simpler pattern of:

This was ___ by... / It was ___ by...

Some words in the past participle that you can use in your tour are:

written	write	made	make
restored	restore	created	create
resigned	resign	photographed	photograph
built	build	cooked	cook
founded	found	painted	paint
finished	finish		

Order of Adjectives

When describing things, sometimes we use multiple adjectives. How can you know what order to put the adjectives in? Here is the correct order:

- Opinion** (beautiful, interesting, etc)
- Size** (huge, large, 2-meter tall, etc)
- Age** (15-year-old, 67-year-old, etc)
- Shape** (round, triangular, heart-shaped, etc)
- Color** (blue, red, yellow, etc)
- Origin** (Japanese, Filipino, etc)
- Material** (wood, brass, diamond etc)

Tip Box

When age is used as an adjective before the noun, we don't say: "A twelve years old amusement park." Instead we say "A twelve-year-old amusement park."

Please proceed to the next page.

Let's see some examples:

Let's take a look at the beautiful (opinion) white (color), marble (material) slabs used on the floor of the Manila Cathedral.

This Oceanarium has a magnificent (opinion) large (size), rounded (shape) tunnel.

Activity

Practice making descriptions for things you can see in a shrine or temple. Apply the order of adjectives in a sentence.

Example: This tall red wooden structure is believed to be a gate to the other world.

Lesson 10

Tour Guide Etiquette and Handling Unforeseen Circumstances

 **Understand the proper behavior as a tour guide when interacting with tour participants.**

Language skill

It goes without saying that as a tour guide you must have high language skills. Foreign language skills in speaking and listening are especially important. Non-native English-speaking travelers may have strong accents. You need to be familiar with various regional accents.

Background Considerations

Travelers come from many different backgrounds: country, gender, religion, occupation, etc. You should not treat tour participants with prejudice. It is important to understand that people have different ways of thinking and that you should not go into politics or religion more than necessary.

Handling of Personal Information

The tour guide will know personal information about the participants. You may also take pictures with tour participants. You should never share this information with third parties or post it on social networking sites. If you want to use the photos for advertising or social networking posts, you must obtain consent from the tour guests in advance.

Dress

Comfortable shoes and clothing are required, so men do not necessarily need to wear ties or formal leather shoes. However, overly casual clothing that may make travelers feel uncomfortable, or revealing clothing or excessive jewelry that may mislead women, should be avoided. It is important to dress appropriately, taking into consideration the atmosphere of the place you are touring.

Don't get too close

It is good to get to know the tour participants and enjoy the tour with them as a guide. However, it is important to remember that the tour participants are your customers and the guide is in the business of providing a tour guide that is worthy of the product.

Please proceed to the next page.

Understand how to respond to unforeseen situations that may arise during the tour.

Even if you take precautions to avoid problems during your tour, unforeseen issues can arise. Some of them may be caused by force majeure. In this section, you will learn what to do if an unexpected problem should occur.

Lost tourists

During the tour, great care is taken to ensure that travelers do not become separated from their guides and get lost. We take care to avoid crowding, free time when purchasing souvenirs, and wrong meeting places. To prevent tour participants from getting lost, close communication with them is necessary., and it is a good idea to give them a printed copy of the meeting place, time, and schedule on the day of the tour. It is important to exchange cell phone numbers with tour participants, decide on a meeting place in case they get lost, and confirm the location of the police box in advance. Tour guides should carry a flag or dress prominently so that participants can easily find them. If the tour spans more than two days, try to dress similarly each day to avoid giving the same impression.

Lost property

When tour participants realize that they have lost something, identify as specifically as possible the place and time it may have been lost, the characteristics of the lost item, and any information that may provide clues. If the item cannot be found immediately, guide the participants to the nearest police station and file a lost property report. If your belongings are stolen, they may be covered by travel insurance, but they will need a copy of the theft report filed at the police station.

Worsening weather

Be sure to check the weather forecast in advance and tell participants to bring umbrellas or raincoats if rain is expected. Also, in case of rain or heavy snow, increase the amount of time spent indoors, such as at a museum. If the weather is likely to worsen to the point that a disaster warning is issued, you may have to consider canceling the tour. It is important to explain such a possibility to participants in advance.

Please proceed to the next page.

Large-scale events

Large-scale events such as baseball and soccer games, marathons, concerts, festivals, fireworks displays, and international conferences can cause traffic jams on roads and congestion on subways, trains, and buses. You should check in advance to see if there are any major events scheduled for the day of your tour. If an event coincides with the tour, it may be necessary to change the tour schedule.

Lesson 11

Final Confirmation of Tour

Understand the final checks to be made before the tour is conducted.

Advance preparation is important to make your tour safe and fulfilling. Repeating a tour can make it of higher quality, but it is always necessary to check for any deficiencies before the tour.

Checklist

- Have you communicated with tour participants?
- Have you communicated to the participants the meeting place, disbanding place, detailed itinerary, entrance fees and other costs, and other precautions on the day of the tour?
- Have you prepared a written itinerary, emergency meeting place, and contact information to be distributed to participants on the day of the tour?

- Did you preview the tour on the same day of the week and at the same time as the day of the tour?
- Are the travel and stay times appropriate?
- Did you check the location of rest stops and restrooms during the tour?
- Did you check the location of the nearest police box?

- Have you checked the weather forecast for the day of the tour?
- Have you checked for major events taking place in the vicinity on the day of the tour?
- Have you checked to make sure that the place you are visiting is not temporarily closed on the day of the tour?
- Have you prepared your attire for the day of the tour?

- Have you prepared a welcome board, notebook, pens, and maps?
- Have you checked other nearby attractions in case you need to change the tour?
- Have you memorized the tour script?

Guides are required to have knowledge and understanding not only of the places they guide, but also of the history, geography (regional characteristics), society, and culture of Japan in general and of the region in particular.

Please proceed to the next page.

Understand how to respond to possible questions from tour participants.

It is recommended that a notebook be prepared for each sightseeing course in order to address questions from tour participants. You will probably refer to many documents in order to prepare your tour draft. While you cannot include everything in your tour manuscript, you should make notes of what you consider important so that you can use them to answer questions. Extract only information from reliable sources and note the sources.

If you do not have the answer to a participant's question, ask the facility staff on-site or do your best to find out the answer on the spot. If you are unable to look up the answer immediately, you may respond to the question later by E-mail. If you don't know the answer, don't guess, but tell them honestly that you don't know, and later respond sincerely.

Understand the need for a backup itinerary.

Please note that you may not be able to visit the scheduled sites for some reason. Make sure you have a backup plan in advance. It is preferable to be close to your planned visit so that you do not have to make major changes to your tour schedule. Preparation of a tour manuscript for a backup plan is also necessary.

Sample Itinerary:

08:45	-	09:00	Sapporo TV Tower (gathering, self-introduction and explanation)
09:00	-	09:45	Sapporo TV Tower Observation Deck (1,000 yen)
09:45	-	10:05	Stroll in Odori Park
10:05	-	10:15	Move to Sapporo Clock Tower (350m)
10:15	-	10:50	Sapporo Clock Tower (200 yen)
10:50	-	11:10	Move to Former Hokkaido Government Office* (850m)
11:10	-	11:50	Stroll in the garden
11:50	-	12:05	Move to Sapporo Station souvenir shop (700m)
12:05	-	12:30	Shopping at the souvenir shop
12:30	-	12:40	End of tour

Example:

If inclement weather prevents you from strolling the garden of the Former Hokkaido Government Office, you can travel to Sapporo Station early to take a tour of the souvenir shops.

If bad weather prevents you from strolling Odori Park, you can spend more time at the observation deck of the TV Tower or you can take a guided tour of Auroa town. However, many stores open from 10:00 am.

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Lesson 12

Finishing the Tour

 Grammar for Describing Tourist Spots

Pointing to parts of a structure

You learned how to talk about a monument or a temple in the previous lessons, here are some more useful expressions you can use when talking about a structure in your tour.

1. **Take a good look at ...**

Take a good look at the statue in front of the Cathedral.

2. **On the upper left/right sections you can see...**

On the upper right section, you can see a statue of two boys reading a book.

3. **If you look up, you will see...**

If you look up, you will see the clock tower.

4. **On the lower right/ left corner, you will see...**

On the lower left corner, you will see a statue of Saint Paul.

5. **Between the towers on the upper section...**

Between the towers on the upper section, there is a rooftop that you can visit to get a good view.

6. **On top of the left/right tower we can see...**

On top of the left tower we can see a broken cross that was destroyed during the protest last year.

Contrasting past and present

When talking about something that was true in the past but is not anymore, you can use this pattern.

Used to + infinitive verb

Examples:

*This **used to be made** of wood and bamboo, but now it has been redesigned with stone.*

*People **used to come** here to pray, but now it is closed off to the public.*

*I **used to go** here often as a child. The cherry trees are beautiful here in spring.*

Didn't use to + infinitive verb

Examples:

*This place **didn't use to have** a hotel. The hotel was added a few years ago but is now very popular among visitors of the Ocean Park.*

Please proceed to the next page.

Let's check the highlighted expressions:

We will take time to ____. (activity here)

____ (name of city) **is famous for ____.** (specialty of your city)

You can buy various ____ (product) **here.**

The most famous is ____.

Examples:

We will take time to shop for souvenirs.

Sapporo is famous for its fresh seafood.

You can buy various kinds of chocolates and sweet treats here.

The most famous one is Shiroki Koibito.

Other useful expressions:

If you have any questions, please feel free to ask.

If you have any questions, don't hesitate to ask.

If you need suggestions, I am happy to help.

They don't take credit cards.

It's cash only.

If you need cash, there's an ATM.

That's \$____. → That's \$4.

Would you like a receipt?

Are you ready to keep going or would like to shop some more?

Would you like to look around some more?

Word Bank

bargain / deal → A product sold at a discount

*You can get good bargains/deals at this store if you want something affordable.
The souvenirs here are a bargain.*

rock bottom price → the price cannot be any lower

These are rock bottom prices for this product. Other stores sell it for more.

good value for your money → worth what you pay for it

This bag is a good value for your money. I recommend you consider it as a souvenir.

top of the line / high quality → best quality for its kind

The stores here have top of the line products if you are willing to spend a bit of money for souvenirs.

guarantee → an assurance of the quality of a product

Everything you see here comes with a guarantee.

convenience store / corner store → Source for products that are not fancy but are essential

There's a corner store two blocks away. It will be much cheaper to buy from there.

Please proceed to the next page.

Finishing the Tour

Once your tourists are done shopping, you can finally wrap up your tour. Below are some useful expressions you can use, as well as a sample manuscript that you can follow.

1. You can start by one of the sentences listed below:

So this is the last stop of the tour. I had a blast with you all today.

That's it for today. Thank you very much for your attention.

That's all for today. I hope you all had as much fun as I did.

2. You can ask some or all of your participants about what they thought about the tour.

What did you like about the tour?

What was your favorite part of the tour?

What part did you enjoy the most from our tour today?

What was the most exciting part of the tour for you?

Be sure to listen carefully, and just like what was discussed in previous lessons, you can give reactions or follow up questions if you listen attentively to your tourist.

You can react by simply saying the expressions below:

Yes, I love that part, too.

That's my favorite too!

Oh really? That's a unique choice./That's a great choice.

That's great, I am glad you enjoyed that. It was fun.

3. Asking for feedback.

As part of your services, you can also find a way to ask for their helpful feedback about your tour. If you have a website you can use to ask for a short survey from your participants, you can ask them to access that survey and leave you a feedback.

Before we part ways today, I would really appreciate it if you leave feedback for me on this website. If you can give a rating for the tour, and even suggest ways that I can improve my tour guide service, it will be a great help and is much appreciated.

4. Wrap it up

End your tour on a happy and thankful note. Offer any other help you can give your tourists to ensure that they can get back to their hotels safely.

Once again, my name is _____. It was my pleasure to show you around today in my lovely city. Thank you for being a great group, and I hope we can all see one another again soon. This is officially the end of our tour. If you need help finding the right train, or getting a taxi or bus to get to your hotel, please let me know and I will be happy to assist you in finding them.

Supplemental Information

Note on requests from tour participants

If a participant asks you to book bus or train tickets for him or her for a fee.

Under the [Travel Agency Act](#), in order to make reservations for transportation (railroads, buses, vessels, etc.) and accommodations for a fee, you must be registered as a travel agent or travel agent's business representative (by the Commissioner of the Japan Tourism Agency or prefectural governor).

If you are asked by tour participants, "For an additional fee, would you be willing to drive your car and guide us around the city of Sapporo?" How should you respond to them? If you want to transport people in your vehicle for a fee, you need a permit under the Road Transport Law. Even if the tour fee is received and you give a ride in your own car without compensation, it may be considered illegal because the tour fee is considered to cover the transportation expenses.

If you accommodate travelers in your home for a fee, you must either file a notification as a private lodging operator or obtain permission under the Hotel Business Act.