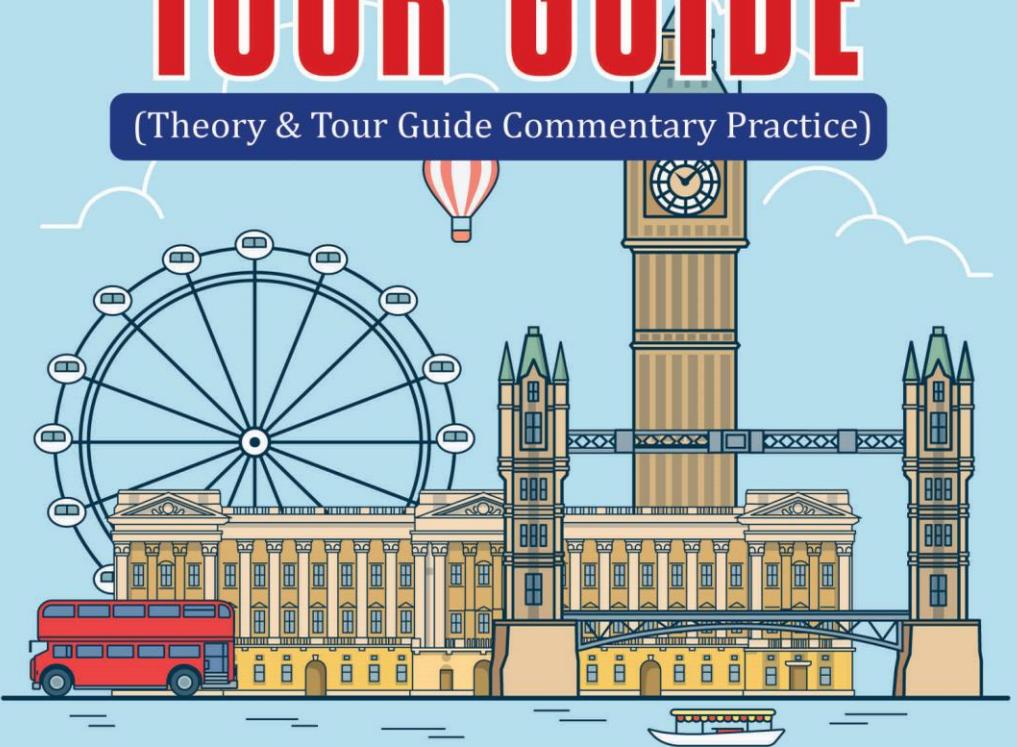




# ENGLISH FOR PROFESSIONAL TOUR GUIDE

(Theory & Tour Guide Commentary Practice)



**Dr. Ida Bagus Nyoman Mantra, S.H., S.Pd., M.Pd.**

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Dr. Ida Bagus Nyoman Mantra, SH., S.Pd., M.Pd.



Haura Utama

English for Professional Tour Guide (Theory & Tour Guide  
Commentary Practice), Penulis: Dr. Ida Bagus Nyoman Mantra, SH.,  
S.Pd., M.Pd., diterbitkan pertama kali oleh Penerbit Haura Utama,  
2023

14 x 20 cm, vi + 128 hlm

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Perancang sampul: Ida Ayu Putu Purnamawati



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Cetakan I, Januari 2023

ISBN: 978-623-492-297-4

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## FOREWORD

I would like to express my gratitude to God Almighty, because of His abundance of grace and the cooperation of various parties, finally the book "English for Professional Tour Guide" can be published. Tour Guiding is a skill that a guide needs to have. Tour guides not only need good language skills but also need to have other skills related to guiding so that tourists are happy during the trip.

This book was written with the intention of adding to the literature on English for Guiding, Tour and Travel. This book contains various knowledge and nature of tour guiding which can be used as a guide for tour guides. Besides that, this book contains various exercises on tour guide commentary. This exercise will expand your communication skills in English. The ideas regarding the contents of this book would not have been possible without the help and participation of various parties.

The author would like to express his deep gratitude to all students in semester 7A of the 2022/2023 academic year, who have contributed texts about tour guide commentaries. These texts are used as training material in this book. Besides, the author would like to thank the authors of websites and blogs whose material were used as material in writing this book and also all parties whose names cannot be mentioned one by one. Despite the various shortcomings, the author hopes that this book will contribute and be useful to readers.

The Writer

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## UNIT 1

### Tour Guiding, Travel Industry, and Tour Guide Jobs

#### Pre-Activity

1. Study this section carefully
2. Make sure you understand all the new words, terminology and phrases in the text
3. Do all the exercises below this section correctly

#### Introduction to tour guiding

Tourists in a visit to a destination still have a foreign feeling and have tension. This is especially experienced by tourists who are visiting a destination for the first time, especially for tourists who are traveling abroad for the first time. The more often tourists travel abroad and the more tourists visit the same destinations, the feeling of tension and foreignness will fade. To get rid of the feeling of foreignness to tourists, an officer called a tour guide is present from the arrival process to the departure back to the departure terminal.

Some tourists want to have experiences about the unique nature and culture of the destination. This type of tourist usually carries out several tourist activities from sightseeing, light adventures to extreme adventures. Cultural experiences are carried out passively such as watching traditional art performances, the process of making crafts, visiting traditional buildings or even being involved in local culture such as learning to cook, participating in rituals, and even consulting with traditional psychics in the tourist destinations he visits. For the diverse needs of tourists, a

representative who is also a tour guide is here to help tourists meet their expectations. The inner tour guide is better known as a tour guide which has the connotation of someone whose job is to take tourists to travel to a tourist destination. Even though a tour guide has several main tasks besides the task of escorting tourists to tourist attractions in a tourist destination.

Some of the tour guide duties include the task of shuttle tourists known as arrival and departure transfer services. Its main task is to guide in a tour package or touring. But in practice a tour guide has the following tasks: (1) pick-up at the arrival terminal (arrival transfer service) which is better known as check-in, (2) meeting service, namely the task of doing hospitality (hospitality time) at the hotel where tourists stay with several procedures and duties, (3) hotel transfers; namely the task of a tour guide escorting tourists from one hotel to another, and (4) transfer out (departure transfer service) which is better known as check-out in the world of tourism guidance.

We can learn the meaning of tour guides from their duties and responsibilities in bringing groups of tourists (group tourists). From the point of view of a tour operator where a tour guide works, he is none other than an employee assigned to guide groups of tourists who buy tour packages from the tour operator concerned. visit see and witness tourist objects and attractions at a particular destination.

A tour guide is someone who is in charge of providing guidance, explanations and instructions about tourist objects and assisting the needs of other tourists. In general, a tour guide or tour guide is defined as anyone who

leads an organized group for short or long periods of time. Tour Guide tasks have several specifications depending on what task he is doing (according to his abilities). A special guide at a specific/certain location is called a Local Guide who is usually a permanent officer at that location such as a museum, Botanical Garden, Zoo.

A tour guide is someone who works for tourists, travel agents, or other tourism organizations to provide information, lead trips or give advice to tourists before or during short visits. From some of the definitions of a guide, it can be stated that a tour guide is a person whose job is to provide guidance, information and instructions about attractions or destinations. The job of guiding tourists gives the impression of a job that is luxurious and fun with great rewards, even though a guide is one of the professions. (get paid properly for their abilities) which is unique, because this profession requires language skills (as needed), being able to interact with tourists, having extensive knowledge, being flexible, understanding and mature in thinking as well as excellent health/physical/physical strength.

Tour guides are ambassadors for the company and the nation and carry the nation's cultural image, because they are the spearhead of successful tourism promotion. The task of a tour guide is to lead the implementation of a visit/tour activity starting from preparation to the end of the activity in accordance with the provisions in the tour package facilities or the rules/conditions that have been agreed upon between the Travel Company and Tourists.

One of the determining sectors for the success of a tour is a tour guide or tour guide, because a tour will not be

complete without a tour guide. There are tourists who do not feel the need to be accompanied by a tour guide because they feel that they have read the Guide Book enough, but the results are definitely different if tourists are accompanied by a tour guide in terms of time efficiency and systematic explanation. A tour guide is someone who provides information, explanations, instructions to tourists and travellers and others, about everything that the tourists and travellers concerned want to see, witness, when they visit a particular object, place or area.

The role of the tour guide is not only to provide an explanation of the tourist object but also to help with all the problems faced by tourists during the tour. In addition, tour guides are always beside tourists since tourists arrive at airports, ports and train stations until tourists return. In fact, it is not uncommon for tourists not to be embarrassed to tell personal problems to a tour guide because they feel that they are so close during the trip. Meanwhile, the Travel Bureau itself, which functions as the institution most responsible for the presence of tourists, rarely has direct contact with tourists as long as there are no problems during tourist trips, although they always monitor the whereabouts of tourists.

General Travel Bureau is a commercial business activity that regulates, provides and organizes services for a person, a group of people, to travel with the main purpose of traveling. In order to be able to provide satisfactory services that satisfy tourists, not only do tour guides need good personality, but professionalism in all matters relating to the services they provide also needs to be considered. For this reason, professional tour guides are needed, tourists can get

things they want to see and know about the countries they visit so that satisfaction will arise from the services that have been provided. This feeling of satisfaction will make them have sweet memories of the countries they have visited so that it is not impossible to generate a desire to visit again, so that this indirectly influences tourism development.

There are several types of guides according to the tour. carried out, namely: 1. Museum Curator's Tour: This tour is guided by experts from the museum, so it can be very detailed in explaining and is usually for special visitors, such as state guests and scientists or academics. The Curator's Tour is carried out by the curator of the museum, but it can also be carried out by the head of the museum if the person concerned also understands it. If necessary, you can also summon experts in certain fields of knowledge. 2. Museum Group Tours. This tour is a classic style of the museum by placing a special officer who will guide the group entering the museum. The number of guided visitors varies, but one guide should guide a maximum of 20 people. The number of groups that are too large will make it difficult for the guide himself both in delivering the material and directing the group's journey. 3. Museum Individual Tour. This tour is wanted by visitors with special needs and do not want their privacy disturbed. guided by a museum manager who has the knowledge and access needed by the visitor. Visitors of this category sometimes also want to see the manager's work space or behind the museum.

## **Tour Guide Job Description**

Further in the job description, they duties of a tour guide are as follows. a. The tour guide coordinates and organizes daily activities as follows listed in the tour itinerary (tour travel program) by working together with other company staff, for example tour drivers and operational staff. b. Tour guides provide information on cultural, historical, social, and aspects other things that tourists need. c. Tour guides are always aware of their responsibilities where each behaviour, appearance, and all attitudes will always bring with them company name and image. d. Tour guides always pay attention to the condition of tourists (health, convenience, etc.). e. The tour guide ensures/takes care of the commercial matters of the tour operation (for example in dealing with suppliers or principal: company transportation, local restaurants, as well as other operational activities) according to what which has been described in the operating instructions, or stated in tour package brochures and itineraries f. The tour guide maintains the integrity/completeness of finances and equipment/ company property. g. The tour guide makes a written report and records accurately and correct any expenses incurred during the tour with include a tour budget made in advance, as soon as the tour is over.

### **Types of Tour Guides**

In broader scope, tour guides can be grouped by category as follows.

1. Based on the Place of Carrying Out the Task.
  - a. Local Guide (On-Site Guide). The local tour guide is a tour guide who handles a tour for one or several hours at a

special place, at a tourist attraction, or in a specific area limited, for example historical buildings, museums, amusement parks, factories, and scientific research centre. b. City Guide. City Guide is a tour guide whose job is to bring tourists and provide tourist information about tourist objects in a city, usually done in a bus or other vehicle. A City Guide who performs dual duties as well as the driver is called Sightseeing Guide.

2. Based on Specifications.

a. Special guides, namely guides who are assigned specifically in one or some particular tourist attraction. b. General guides, namely guides who are not on duty at one just a tourist attraction, but anywhere when He is needed. Therefore, this guide must have extensive knowledge about the object tourism, history, culture, art, and so on.

3. Based on the Origin of Tourists and the Region of the Country of Place Conducting Tour.

a. In-bound Tour Guide, namely tour guides who handle tourists or foreigner who travel in the country where the tour guide is work or settle down. b. Out-bound Tour Guide, namely a tour guide whose duty is to accompany tourists traveling abroad. However, often Sometimes a task like this is entrusted to a Tour Escort, that is, a person who organizes and accompanies a group of tourists who travel for several days. c. Domestic Tour Guide, namely tour guides who handle domestic tourists who travel in their own country.

**Assignment: Do the following exercises!**

1. Write a summary about Tour Guiding, Travel Industry, and Tour Guide Jobs!
2. Prepare 30 minutes presentation about Tour Guiding, Travel Industry, and Tour Guide Jobs!

## UNIT 2

### **Concepts of Tour Guiding, Ethics, Handling Guests, Tour Itinerary**

#### **Pre-Activity**

4. Study this section carefully
5. Make sure you understand all the new words, terminology and phrases in the text
6. Do all the exercises below this section correctly

#### **Concepts of Tour Guiding**

To be a tour guide, one must have knowledge those who are reliable, namely mastering foreign languages, can make Tour Planning which includes making itinerary, distribution of time and tour quotation. Apart from that it is a must have knowledge of Reservation, Psychology and First Aid. The things above are very important need because there are some terms and conditions that he must fulfil, either formally, contained in the general provisions and informal terms. He should face many duties and responsibilities as a tour guide and various characteristics, the character of the tourists or tourists he must handle. But for all of that he gets many opportunities to develop himself and become professional which makes him able to get a very high salary, bonus and tips promising.

A guide has bright prospects with a job that promising especially coupled with bonuses and tips from tourists who are served him well. Apart from that he got an exciting experience but also if you have achievements, you will get many opportunities which will increase your

confidence. Thus, in opening and Building relationships will be easier. But this job is tough challenges, that is where he doesn't work like an office person, from 9 am to 5 pm, but he must provide 24 hours of time in carrying out his work, mobility is high because he has to do all the tasks, such as to conduct, to point out and to inform tourists. In addition, coordinating and organize daily activities as stated in the tour itinerary, always aware of his responsibility where every behaviour, appearance, and everything his attitude will carry with him the company name and image, always pay attention to the state of tourists (health, comfort, etc.), ensuring/maintaining commercial matters of tour operations, guarding integrity/financial completeness and equipment/equipment (property). company, make a written report and record properly and correctly each expense incurred during the tour. As well as many demands because of him serve many people with various different characters and always want take precedence.

Roles, responsibilities, Tour Guides In their duties, guides must understand the limits of authority and responsibility in accordance with the agreements / work regulations / job descriptions that apply to the company where they work and comply with the guide's code of conduct. Guiding work is work that is necessary to develop a network of service providers related to tour guide services, including: 1. Industry colleagues A tour guide must join forces with co-workers; do not engage in activities that can embarrass co-workers; must share information openly, which can advance the work of tour guides 2. Local community (cultural and environmental considerations) A

guide must respect the local population, their rights and beliefs. Group members/tourists should be informed about local customs. They need to be given knowledge about the special nature of other cultures, and efforts are made to understand this among the participants. Functions of Guides  
Functions: a. Guiding travel with tourists to reach the destination that has been determined in accordance with the duties of a tour guide b. Providing information, if necessary acting as a translator regarding the trip as a whole, especially regarding the tourist objects visited c. Introducing things that are new to tourists or that need to be known and encountered during the trip d. Provide advice to tourists to take any actions or activities that may arise and have something to do with the trip being guided.

There are several requirements or conditions usually imposed, namely: formal requirements, informal and general provisions. This rating coupled with the general personality of the guide that can be mentioned as follows: professional in attitude and appearance (professional in presentation and manner); interesting, informative, and smart (interesting, informative, and intelligent); positive, enthusiastic, and effective in acting (positive, enthusiastic and efficient); diplomatic, does not put forward a controversial attitude or old-fashioned (diplomatic non-controversial/conservative approach); orderly and regular in all matters (organized); Friendly, helpful and caring (approachable/help full caring); sincere and sincere (genuine and sincere); responsible be responsible and dare to make decisions (responsible and decisive); on time (punctual); flexible / supple (flexible). Plus, the characters like below: Love People, Love places,

Out-going personality, Leadership, People skill, Organization Skill, Full Responsibility, Research skill and Honest and Integrity.

### **Code of Ethics for Tour Guides**

The code of ethics for Indonesian tour guides was stipulated through the Decree of the National Deliberation I of the Association of Indonesian Tour Guides by Decree Number 07/MUNAS.I/X/1988, covering the following matters: The tour guide must be able to create the impression of a good assessment of the region, nation-state and culture The guide in carrying out his duties must be able to control himself, be happy, fresh, neat, clean and have a sympathetic appearance (avoiding excessive body odor, jewellery and perfume).

The tour guide must be able to create a happy and polite atmosphere according to Indonesian personalities Tour guides must be able to provide the same service and treatment to tourists by not asking for tips, not selling goods and not asking for commissions Tour guides are able to understand the background of the origin of tourists and strive to convince tourists to comply with applicable laws, regulations, customs and participate in preserving the object Tour guides are able to avoid the emergence of discussions and opinions that invite debate regarding beliefs, customs, religion, race and the social political system of the country of origin of tourists The tour guide tries to provide good and correct information.

If there are things that cannot be explained, the tour guide must try to find information about this and then

convey it to tourists at the next opportunity Tour guides are not justified in defaming the name of the company, colleagues in the profession and other elements of tourism Tour guides are not justified in telling their personal problems that aim to evoke compassion from tourists The tour guide at the farewell is able to give a good impression so that tourists want to visit again.

### **Procedures/Techniques for Guiding Tourists**

- 1) Initiate Guidance Choose a strategic, safe, attractive, and easily recognized place to start scouting. If you are going to start a journey by bus, do the greeting before getting on the bus or before the bus moves. What must be done are:
  - a. Greetings in a familiar language.
  - b. Introduce the names of your company, co-workers and yourself and use special signs for easy recognition
  - c. Check the names/observe the tourists one by one by saying their names, or invite them to recognize each other through the name tags that have been distributed, so they will know each other if the group doesn't know each other
  - d. Briefly and clearly explain the itinerary, it is best to share the information at a glance in the form of a brochure with clear writing and pictures.
  - e. Give the opportunity to ask.
- 2) Conduct Guidance
  - a. Get to know their culture and adapt the situation to the average/most culture.
  - b. Information services on the bus in a standing position with the right foot posture, depending on

the sway of the bus, it can be 20-30 cm between the two feet forward or to the side, and may lean back but remain in an upright attitude, not seeming lazy.

- c. Do not describe an object that has been left behind or is still very far away.
- d. Cooperate with the driver so that the speed is reduced if there are things that are interesting and require more detailed information.
- e. Respond to the condition of tourists, bored, tired or sleepy. Quickly introspect what is the cause and immediately switch your strategy to anticipate the situation. If the average is really sleepy, please take a break and stop talking then play a calm instrument song. If there are signs of boredom, try to make games that involve tourists. Don't just be active, but get them active and moving.
- f. If you are handling a walking tour, position where you are standing so that all tourists can see and hear you clearly. When walking with a group, you must always be in critical positions, such as corners, bridges, entrances, so that you can easily lead them and warn them if there are slippery places or stairs going up/down.
- g. In scattered walking conditions, must be collected in advance and provide location information (toilets, ticket sales, souvenirs, snack shops, etc.) take care of emergencies. Provide

information about prohibitions, danger signs, and rules that apply.

- h. Invite tourists to mutually respect the time agreement by providing understanding without reducing comfort and pleasure, forced to return to continue the journey when the time has come.
- i. Prioritize tourists who are old and weak, without belittling their abilities and offending their feelings, remember that cultures are different (cross-culture understanding).
- j. Try to motivate a sense of community among tourists.
  - l. In an emergency, try to offer alternative solutions that are mutually beneficial, even though in this case there may be strong opposition from someone, but still avoid arguing/debating. Remind tourists of their luggage, every time you are going to change locations and always check the number of tourists.
- k. If there is an accident or someone is sick, give first aid, contact the nearest doctor/hospital and your office, if necessary.
- l. When stopping to eat together, call again (reconfirm) the restaurant to ensure readiness, and the number of seats. Give information about the menu and other provisions such as additional food/drinks that are not included in the package and the time provided. Make sure they have started eating and go around researching the quality of food and restaurant service, then you

will catch up and then don't let them wait for you who are eating. Take a special table for the crew, so you can observe the feeding situation. Remind before continuing the trip, about toilets, luggage, and thank you for being orderly and convey an apology if there are any deficiencies.

- m. If there is a local guide at a tourist attraction, introduce the local guide to tourists and respect your fellow guides.

### 3. End Guide

- a. The end of the guide is a pleasant impression at the end of the tour and makes tourists feel tired.
- b. Choose a place/location that is strategic, safe, attractive, and comfortable to end the guide before returning to the bus.

## **Travel Itinerary**

Tour planning is needed in order to be able to carry out activities in detail starting from schedules, lists of tourist destinations, and other records. Travel itinerary can be made by considering several things, including determining the travel time, the location of the destination, to transportation and accommodation problems. After knowing some of these points, a travel itinerary can be constructed by compiling it in a table or sheet that can be used by your travel group. The preparation of the itinerary must pay attention to field conditions and travel time from one location to another.

An Example of Tour Itinerary:

Friday, November 26, 2022	
Time	Activity
8:00 am – 9.00 am	Breakfast at local restaurant
9:00 am - 1:30 pm	Field trip to Besakih Temple
1:30 pm -2.00 pm	Lunch at nearby traditional restaurant
2.30.00pm – 3.30.00 pm	Kertagosa and Semarapura Museum
5:00 pm - 6:30 pm	Arrive at kuta Beach to watch sunset
7.30 pm – 9.00 pm	BBQ dinner by the beach
9.30 pm	Back to the hotel

**Assignment: Do the following exercises!**

1. Write a summary about Concepts of Tour Guiding, Ethics, Handling Guests, Tour Itinerary!
2. Prepare 30 minutes presentation about Tour Guiding, Ethics, Handling Guests, Tour Itinerary!

## UNIT 3

### Tour Guiding Practice One

#### Pre-Activity

1. Study this tour guide commentary carefully
2. Make sure you understand all the new words, terminology and phrases in the text
3. Do all the exercises below each text correctly

#### Welcome to Pandawa Beach

##### [Welcoming tourist]

Hello, good people. My name is I Gede Sudarma. On behalf of Aichi Tour and Travel. I would like to welcome all to Bali. The bus ride to your hotel will take about forty minutes. Right now. I would like to take a minute to familiarize you with the area discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public. Enjoy your vacation, but to drink responsibly.

##### [Describing the location]

Pandawa Beach may still sound unfamiliar and not-so-famous for today. But this beach has a million charms that have not been exposed and are still squeezed by limestone cliffs. Located in the Kutuh Village, South Kuta District, Badung Regency, it is located approximately 3 km from the tourist area of Nusa Dua and Uluwatu Temple. The Panorama of the beach is so beautiful and charming. With clean white sand with a bluish-green ocean waters, this

beach is very suitable for bathing or swimming as the waves break in the middle of the sea. It is located to the East, make us possible to enjoy such a beautiful sunrise at the beach. The other charm of Pandawa Beach is the activity of seaweed farmers along the coast. In addition, we can see the activity of paragliding and motor trail up the hill.

### **[Introducing special events and offers]**

Aichi Tour and Travel offers of special discount depending on your travel plans. We have snorkelling and water sport at Tanjung Benoa Bali, as well as guided whale boat tours, and fishing charters. In addition to the best-selling tour packages, the South Badung tour package. Where the tour starts in the afternoon or evening, our first route will be to enjoy water sports at Tanjung Benoa, after that it will be continued by enjoying Luwak coffee and continued by watching the Kecak dance performance at Uluwatu Temple and ending with a dinner at Jimbaran Caffe. We recommended that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also charge you more than what they say. Please take my advice and allow Aichi Tour and Travel to book all of your day trips and activities while you are here.

### **[Offering advice]**

If you need exchange your dollars into rupiah, please use a bank or money exchange. We do not recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurant will accept Indonesia money, but you are better off to exchange your money and pay with

rupiah. Or, if you prefer, you can always use your credit card. Also, if you want to get around the city, or tour travel to Pandawa beach, we recommended that you take the motorcycle rather than taxi. When you arrived at Pandawa beach you can order a taxi or motorcycle via online or internet. Order via online you can cost by credit card, and the driver give you change if you do not have the exact amount. If you do decide to take a taxi make sure that you negotiate a price before you go.

**[Closing remarks]**

We are going to be pulling up to the Hotel in just twenty-five minutes. Please sit back and enjoy the view of the ocean on the left hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. My group will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one ladies first, mind your head and watch your step. On behalf of Aichi Tour and Travel have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!

2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Penglipuran Village**

### **[Welcoming Tourist]**

Good morning, ladies and gentlemen. I'm Lusi. As representative of Angkasa Tours and Travels, I would like to welcome you all to Bali, which is known as a paradise island. Now, we are passing one of toll in Bali, which is called Bali Mandara toll where you can see in your right and left side are the view of Benoa harbor. So right now, the bus is riding to Penglipuran Village which takes about 60 minutes. As your tour leader, I have more than enough time to introduce you to the area and also give some brief information. First of all, I ask you to remain seated until we reach the destination. We also have been served a box of delicious snack to accompany you during your travel to the Penglipuran Village. Please pay attention to not smoking in this bus because we do not provide any smoking areas. Finally, do not forget to bring all of your stuff when we arrive at the Penglipuran Village.

### **[Describing the Location]**

Well, ladies and gentlemen, during your visit, we guarantee that you would enjoy here in Bali. As what I have said before that we are going to go to Penglipuran Village. So, I will give you some information about the places to be visit. Penglipuran Village is an indigenous village that has developed into a tourist village and is crowded with tourist. The location of Penglipuran Village is at Jln. Penglipuran, Kubu District, Bangli Regency. Penglipuran is one of the traditional villages of Bangli Regency. This village is a famous because of its people who still carry out and

preserve the traditional Balinese culture in their daily lives. The architecture of the building and land management still follows the concept of Tri Hita Karana, it means the Balinese philosophy of the balance of the relationship between God, humans and the environment. Penglipuran village is one of 3 village that has been named the cleanest village in the world. The name Penglipuran comes from the words Pengeling and Pura which means remembering the holy place. So, the name of Penglipuran Village itself also reflects its identity as a clean village. Penglipuran Village is going to make you stunned. Every corner looks very clean and organized. Another uniqueness can be seen from the design of the houses. Each house has same gate, roof, wall and spatial model. The house is also built neatly lined up. In the yard planted with various kinds of flowers so that it looks beautiful.

### **[Introducing Special Event or Offers]**

My dearest tourist, Angkasa Tours and Travels offers a variety of packages that you can choose. We have one package of full-day tour so our team will accompany you to travel around Penglipuran. The package will include 4 tourist objects, such as Water fall Tibumana, Pengotan Village, Kehen temple and Bali Woso. In the end of the full-day tour, we also offer Kepitu Restaurant to enjoy your dinner. For further information about the packages, please contact the hotel receptionist in the morning so that they may explain it to you. Our team will also stand by at the lobby tomorrow at 8 am so you may ask them several questions about the offers. We recommend that you do not

purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Angkasa Tours and Travels to book all of your day trips and activities while you are here.

**[Offering Advice]**

If you need to exchange your dollars into rupiahs, please use money exchange near the hotel. We do not recommend exchanging your money at the hotel because you would not get a fair rate. Some restaurants will accept dollars, yet you are better off to exchange your money and pay with rupiahs. Also, if you want to stroll around Penglipuran Village you may rent a bicycle, or if you want to travel to some places that are quiet far, we recommend that you to rent motor bike. The costs rent motor bike about 2 dollars, and if you cannot ride a motor bike, you can order a gojek

**[Closing Remarks]**

Well, we are going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the snack. I ask that you remain in your seats until we have come to a complete stop. Please double check to make sure all stuff that you bring has been taken off the bus. Please do not worry because when we arrive at the hotel, there will be our staff waiting to help you to take your luggage. On behalf of Angkasa Tours and Travels, have a wonderful day in Bali.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Welcome to Taman Ayun Temple**

### **[Welcoming tourist]**

Hello, good people. I'm Surya Pratiwi, as representative of Mahadewi Tours and Travels, I would like to welcome you all to Bali, which is known as a paradise island. I would like to welcome all to Bali. The bus ride to your destination will take about sixty minutes. Right now, I would like to take a minute to familiarize you with the area discuss some brief safety precautions and some things about this tourist spot. Firstly, I ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public. Enjoy your vacation, but to drink responsibly.

### **[Describing the location]**

I promise you are going to enjoy your stay here in Bali. Bali has many tourisms object such as Taman Ayun Temple. Taman Ayun Temple is a popular and beautiful temple in Bali. A royal water temple, built for the kings of Mengwi, Taman Ayun Temple (also known as Pura Taman Ayun and Mengwi Temple) forms part of Bali's UNESCO World Heritage Site. With some 50 buildings, including many tiered shrines, a moat, river, park, gardens, and streams, Taman Ayun is one of Indonesia's most beautiful Hindu temples. Taman Ayun Temple displays the uniqueness and beauty of traditional Balinese architecture. If you are interested in seeing ancient Balinese architecture, you must

include Taman Ayun Mengwi temple in your Bali holiday itinerary. The destination Taman Ayun Temple has a beautiful view. Its charm comes from the pool that surrounds the temple complex. Taman Ayun Temple Mengwi, located on Jalan Ayodya, Mengwi District, Badung Regency, Bali. If from Ngurah Rai airport to reach Taman Ayun Temple it takes approximately 60 minutes with a distance of approximately 29 km. If you depart from the Seminyak tourist area, the place is from the Petitenget beach location, Seminyak. Then you will cover a distance of about 21 kilometres via the Kerobokan Road. For an estimated time of about 50 minutes, if there is no traffic jam on the highway.

### **[Introducing special events and offers]**

Mahadewi Tour and Travel offers of special discount depending on your travel plans. Taman Ayun Temple is one of the tourists objects that presents the beauty of culture in Bali. At the end of the year, at the Taman Ayun Temple, a Barong Festival is usually held. Please take my advice and allow Trikayana Tour and Travel to book all of your day trips and activities while you are here. This festival is usually held in the area outside the central part of the temple or in Balinese we say "Jaba Tengah". This festival will feature several barong dancers from many regions. In addition to the Barong festival, every few years a "Baleganjur" competition is held. Unlike the barong festival, the baleganjur competition is held at the outermost part of the temple or we call it "jaba sisi".

**[Offering advice]**

Before we visit the rural areas. It is recommended if you have already exchanged dollars to rupiah, because when you want to transact the Taman Ayun Temple tourist area it will be easier. You can also use your credit card.

**[Closing remarks]**

We are going to be pulling up to the destinations in just twenty-five minutes. Please sit back and enjoy the view. I ask that you remain in your seats until we have come to a complete stop. Dedi will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one ladies first, mind your head and watch your step. On behalf of Trikayana Tour and Travel have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!

5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 4

### Tour Guiding Practice Two

#### Pre-Activity

6. Study this tour guide commentary carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below each text correctly

#### Welcome to Stunning Pandawa Beach

##### [Welcome Tourist]

Good morning, ladies and gentlemen. I would like to welcome you all to Bali. Hope you are all in good health, fit and enjoy our trip this time. My name is Ayu Putri, who will be your tour guide while in Bali with Aston Tour and Travel. Before we start our journey to the location; First, I ask the tour participants to check your equipment and luggage so you don't get left behind because the distance from the hotel to the tourist attractions will take about 45 minutes. Second, after everything is ready, we can immediately go to the bus and start our visit today. And the last one Blame enjoy your vacation by seeing the beautiful scenery along the way

##### [Explaining the location]

Pandawa Beach is located in Kutuh Village, South Kuta District, Badung Regency; around 3 km from the famous Nusa Dua area and Uluwatu Temple. In the past, this beach was hidden behind hill so it was called Secret Beach. Secret

Beach actually had known well by some tourists. However, the difficult access to this location made this beach was empty. The visitors of this beach were only a few foreign surfers or domestic tourists. Fortunately, the local government of Badung Regency realized the potential of this beach and quickly managed this beach then launched it as a new mainstay attraction. The result can now be felt such as a better access heading to the beach which is now become more convenient for any vehicles. Pandawa Beach has a stunning panorama with serene and quiet atmosphere. When entering the beach area, we will be amazed by the beautiful panorama of high cliff, flanking the road along 1.5 km. The road is purposively built through limestone hills in Kutuh Village

### **[Introducing Special Events and Offers]**

If you want to watch the Kecak dance, you can watch the Kecak dance performance at Pandawa Beach on Saturdays and Sundays from 17.00 to 18.00. The entrance ticket for the Kecak dance is IDR 150 Adults. The Kecak dance is a traditional Balinese art drama dance which mainly tells about the Ramayana and is played mainly by men. This dance is performed by many (tens or more) male dancers who sit in a circle and with a certain rhythm call "cak" and raise both arms, depicting the story of Ramayana when a line of monkeys helped Rama against Ravana.

### **[Offering Suggestions]**

If you need to exchange your dollar to rupiah to buy something or souvenir around pandawa beach, please use

the bank or money changer around this place because this place provides money changer.

**[Closing]**

We'll be stopping at the hotel in just a few minutes. Please sit and enjoy the view of Bali along the way as we enter the city centre. However, we will have an early dinner at the Basil Restaurant before dropping you off at your hotel. I ask that you remain in your seats until we actually stop. Dani will meet us on the bus to help you with your bags. Please double check to make sure your bags have been removed from the bus. On behalf of Aston Tours and Travels, I am Ayu Putri, happy holidays in Bali and see you. thank you

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Selomangleng Cave, Kediri East Java Trip**

### **[Welcoming Tourist]**

Good morning, ladies and gentlemen. I'm Festa. As a representative of Bagus Ayu Tours and Travels, I would like to welcome you all to Kediri, one of the cities in east java. This city is known as an Islamic student City. Now, we are passing one of the bridges, called The *Brug Over den Brantas te Kediri Bridge*, it's a famous bridge in Kediri because a bridge that spans the Brantas River and is one of the oldest iron bridge structures on the island of Java. This bridge connects two sub-districts in Kediri city, namely the city District and Mojoroto District. So right now, the bus is riding to Lotus Garden hotel which takes about 25 minutes to our hotel from this bridge. As your tour leader, I have more than enough time to introduce you to the area and also give some brief information. First of all, I ask you to remain seated until we reach the hotel. We also have been served a box of delicious snacks to accompany you during your travel to the hotel. Please pay attention to not smoking on this bus because we do not provide any smoking areas. Finally, do not forget to bring all of your luggage when we arrive at the hotel.

### **[Describing the Location]**

Well, ladies and gentlemen, during your visit, we guarantee that you would enjoy yourself here in Kediri. As I have said before that we are going to Kediri to go to Selomangleng Cave, I would like to give you some information about the cave, The location of Selomangleng Cave is on the slopes of

Mount Klotok, precisely on Jl. Selomangleng, Corner, Mojoroto District, Kediri City, East Java. Selomangleng cave is a famous cave in Kediri. Selomangleng Cave is an artificial cave formed using black andesite stone and it has existed since the time of King Erlangga, the founder of the Kahuripan Kingdom. Selomangleng consists of two words namely Selo and Mangleng, Selo means Stone while Mangleng means tilted. The name of the cave is based on the position of the cave which looks like it is tilted. Based on historical stories, Selomangleng Cave is the location of Erlangga's daughter to do the meditation to distance herself from worldly life. Around the selomangleng cave, we can see Airlangga Museum, we can see the view Klotok Mount, and also you can buy traditional food and souvenir from the area of Selomangleng Cave with affordable price.

### **[Introducing Special Event or Offers]**

My dearest tourist, Bagus Ayu Tours and Travels offers a variety of packages that you can choose. We have one full-day tour package so our team will accompany you to travel around Kediri. The package will include 4 tourist objects, such as mount Kelud, Selomangleng Cave, Kampung Inggris, and Simpang Lima Gumul monument. At the end of the full-day tour, we also offer Keboen Rodjo Restaurant to enjoy your dinner. Also, another package that we offer is a package to enjoy Javanese attractions at night. It performs Javanese dance and traditional music. For further information about the packages, please contact the hotel receptionist in the morning so that they may explain it to you. Our team will also stand by in the lobby tomorrow at 8

am so you may ask them several questions about the offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Bagus Ayu Tours and Travels to book all of your day trips and activities while you are here.

### **[Offering Advice]**

Please use a money exchange near the hotel if you need to exchange your dollars for rupiahs. We do not recommend exchanging your money at the hotel because you would not get a fair rate. Some restaurants will accept dollars, yet you are better off exchanging your money and paying with rupiahs. Also, if you want to stroll around Kediri, you may rent a bicycle, or if you want to travel to some places that are quite far, we recommend that you take grab car rather than a taxi. The grab car costs about 2 dollars, and the driver can give you change if you do not have the exact amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

### **[Closing Remarks]**

Well, we are going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the snack. I ask that you remain in your seats until we have come to a complete stop. Please double-check to make sure all stuff that you bring has been taken off the bus. Please do not worry because when we arrive at the hotel, our staff will be waiting to help you take your luggage. On behalf of Bagus Ayu Tours and

Travels, have a wonderful day in Kediri.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Tour Guide Speech**

### **[Welcoming Tourist]**

Good morning, ladies and gentlemen. I'm Gek Icha as your tour guide on this bright day. I would like to welcome you all to Bali, which is known as a paradise and wonderful island of God. Now, we are passing Bali Mandara toll where you can see in your right and left side are the view of Benoa harbour. So right now, the bus is riding to Samabe resort hotel you know all samabe hotel is a one of the best hotel in Asia and it is already prove by G20 to the hotel which takes about 20 minutes. As your tour leader, please don't hesitate to asking some information. First of all, I ask you to remain seated until we reach the hotel. We also provide you a lunch box and delicious snack to accompany you during your travel to the hotel. Please pay attention to not smoking in this bus and finally, do not forget to bring all of your luggage when we arrive at the hotel.

### **[Describing the Location]**

Well, ladies and gentlemen, during your visit, we guarantee that you would enjoy Bali. As what I have said before that we are going to go to Benoa, I will give some recommended places to be visited near your hotel so you will be enjoy your vacation. First of all, Melasti beach. When you arrive, make sure you stop at one of the viewpoints on your way Dow the windy road through the tall, impressive limestone cliffs and take in the stunning views! Melasti beach has clearest waters to swimming and the best beach on the island then Melasti Beach Bali is your spot. Also, it's an

amazing sunset spot and great for photos and anyone who love music and DJ? Yes, there will be many beaches bar along the beach such as TT Beach Club, Minoos Beach Club, Palmila Bali Beach Club, Origano Beach Club and White Rock Beach Club that you can enjoy there.

Then, the next place that you should visit is Kedonganan Fish Market. Domestic and international tourist come to this fish market, don't worry it is located near the beach it makes Kedonganan is the famous sunset dinner Jimbaran Seafood and also because of this place that become the main supplier for seafood restaurant in the heart of Bali, and also one of tourist attraction too. Hunting seafood become a different experience when we walking around for choose the best fish quality with best price too. Along the beach usually there will be live music, balinese dancing or fire dance performance on the weekend.

### **[Introducing Special Event or Offers]**

My dearest tourist, in this special holiday. We offer you a package of full-day tour, so our team will accompany you to travel around South of Bali or called Bena-Uluwatu. The package will include 3 tourist objects destinations, such as Uluwatu Temple, Pandawa Beach and last is Garuda Wisnu Kencana for the special event you can enjoy Balinese Kecak Dance with Rama Sinta Love Story performance and Fire Dance attractions at night in Garuda Wisnu Kencana. In the end of the full-day tour, we also offer Bale Udang Seafood Restaurant to enjoy your dinner. If you still curious about more information of the Package please don't hesitate to contact us, thank you.

**[Offering Advice]**

If you need to exchange your dollars into rupiahs, please use money exchange near the hotel. Also, if you want to stroll around Benoa you may rent a motorbike at the concierge desk, or if you want to travel to some places that are quiet far, we recommend that you take a transport of the hotel rather than a taxi.

**[Closing Remarks]**

Well, we are going to be pulling up to the hotel in just a few minutes. Please double check to make sure all stuff that you bring has been taken off the bus. Please do not worry because when we arrive at the hotel, there will be our staff waiting in the lobby to help you to take your luggage. Thank you, have a wonderful day in Bali and have a nice day.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Sanghyang Grodog (village curing ritual)**

### **[Welcoming tourists]**

Hello everyone. My name is Ludira Putra. On behalf of Ayana Tours. I would like to welcome you all to Bali. The bus ride to your hotel will take about thirty minutes. Right now, I would like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation.

### **[Describing the ceremony]**

I promise you are going to enjoy your stay here in Bali. Balinese have many purification rituals, such as the ceremony of rejecting reinforcements such as sanghyang grodog. Sanghyang Grodog is a unique ritual dance, and different from other types of sanghyang in Bali. The sanghyang procession is usually carried out by dancers who experience a trance process or lose self-awareness and perform certain movements according to the character of the staged sanghyang. The difference is not only in the number of sanghyangs quite a lot, namely 23 sanghyang but also in the use of a wooden wheel on each sanghyang symbol. The twenty-three sanghyang are symbolized by media that are made to resemble the sanghyang that will be displayed, or in local terms called gegulak. Media gegulak with wheels made of wood which will then be moved accompanied by

singing. The term "Grodog" arises from the sound produced when the wooden wheel is moved and in contact with the ground where the sanghyang procession takes place. Sanghyang Grodog is a "village curing ritual" which is staged every year with function as a "Nyomia desa". Nyomia desa is a ceremony performed to neutralize the negative elements so that they become positive. The elements that have been neutralized with the Sanghyang Grodog ritual is believed to have a significant impact both on a sekale and niskala for the environment and the community of Lembongan Village.

### **[Introducing special events and offers]**

Ayana tour offers various special discounts depending on your travel plans. We had snorkelling at Manta point and a tour around the mangroves. There will be a brief information session at 4 p.m. in the hotel lobby tomorrow where you can learn all about this offer. We advise you not to buy packages from street vendors as they are not always 100 percent reliable. They also charge you more than what they say. Please take my advice and allow Ayana Tour and Travel to book all your trips and activities while you are here.

### **[Offering advice]**

If you need to exchange your dollars for rupiah, please use a bank or money exchange. We don't recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurants will accept Indonesian money, but you are better off exchanging your money and paying with a rupiah.

Or, if you prefer, you can always use your credit cards. Also, if you want to get around Lembongan, we recommend you rent a motorbike because you can explore Lembongan Island. If you do decide to take a taxi, make sure that you negotiate the price before you go.

**[Closing remarks]**

We are going to be pulling up to the hotel in just twenty-five minutes. Please sit back and I ask that you remain in your seats until we have come to a complete stop. Made will be meeting us at the bus to help you with your bags. Please double-check to make sure your bag has been taken off the bus. On behalf of Ayana Tours, have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 5

### Tour Guiding Practice Three

#### Pre-Activity

6. Study this tour guide commentary carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below each text correctly

#### Welcome to Legian Beach

##### [ Welcoming tourist ]

Hello, good morning, ladies and gentlemen. My name is I Kadek Agus Diatmika as your tour guide for today. On behalf of Diat Tour and Travel. I would like to introduce you about Bali. Bali is called Dewata and have so many wonderful places that you have to visit it when you are in Bali. Now, we are passing Ngurah Rai Bypass Road which is the most popular street and near from Ngurah Rai Airport. So right now, the car is riding to the Rama Garden Hotel that will takes about 35 minutes. I have more than enough time to introduced you about the area, and as your tour guide, I will give you some brief information. Firstly, please remain seated until we reach the hotel and the last double check to make sure your bag has been taken off the car. We have been served some snack and drink for you. I hope you are enjoying your vacation with me from Diat Tour and Travel.

##### [Describing the location]

Well, as I said before that we are going to Legian Beach, I have a recommendation of a place for you to visit so you

can enjoy your vacation because it is close to your hotel. During your visit, I promise you will continue to enjoy your stay in Bali. Bali has many tourist attractions such as Legian Beach. Legian Beach is the most popular and most beautiful beach in Bali, on the border between Kuta Beach and Seminyak Beach, featuring a stunning half kilometer stretch of sand and waves bordered by white limestone cliffs overgrown with plants that surround the tourist attractions. This is extraordinary for foreign tourists who visit Legian beach. It is also dubbed as one of the best places to learn to surf and enjoy the beautiful scenery because it is one of the most consistent surfing and sunbathing spots because along the beach there are many food and drink stalls. As well as a place to rent a seat and long-chair when you want to enjoy the beauty of the beach. This surfing paradise attracts surfers from all over the world. Legian Beach which is located on Jl. Padma Legian, approximately 2 kilometers drive from the city center, and 4 kilometers from Ngurah Rai International Airport.

### **[Introducing special events and offers]**

Diat Tour and Travel offers special big discounts depending on your travel plans. We have snorkelling in Nusa Dua Bali and fishing charter. At night you stay enjoy Legian's nightlife, because Legian has many night restaurants and other interesting places for your own entertainment and needs. in all restaurants it performs some traditional music and rock music. There will be a brief information session at 5pm in the hotel lobby tomorrow where you can learn all the offers while will shopping at this beach. We advise you not

to buy some anything from street vendors as they are not always 100 percent reliable and efficient. They also charge you more than the price buy something what they say. Please take my advice and allow Diat Tour and Travel to book all your trips and activities while you are here.

**[Offering Advice]**

If you need to be able to exchange your dollars to rupiah through a bank or money changer. We do not recommend that you exchange your money at the hotel as you will not get a reasonable exchange. Some restaurants will accept Indonesian money, but you are better off exchanging your money and paying in Indonesian rupiah. Or, if you prefer, you can always use via your credit card. Also, if you want to get around the city or take a sightseeing trip to legian beach, we suggest you take a motorbike instead of a taxi. Arriving at Legian Beach, you can order a taxi or motorcycle taxi via online or the internet. Ordering via online can be charged with cash, and the driver will give you change if you don't have the exact amount. If you decide to take a taxi, make sure you negotiate the price before you go.

**[Closing remarks]**

We'll be stopping at the Hotel in just thirty-five minutes. Please sit and still enjoy the sea view on the left side of the car when we enter the city. I ask that you remain silent in your respective seats until we really stop. Kadek Agus will meet us at the car to help you carry your bags. Please double check to make sure your bag has been removed from the car. Thank you for your kind cooperation and attention, If there

are any mistakes in words or actions. please forgive to remember when you arrive at your destination, please get off the car one by one, ladies and gentlemen keep your head and watch your steps. On behalf of Diat Tour and Travel, have a wonderful vacation in legian beach. I wish you a very happy and stay enjoy vacation holiday in Bali and I hope to see you again another day at the information session. Thank you so much for your attention everyone and on behalf of Diat Tours we wish you a pleasant and memorable vacation here in Legian Beach!

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Welcome to Pererenan Beach**

### **[ Welcoming tourist]**

Hello, good people. My name is I Putu Nova Sudana Putra. On behalf of Blue Bird Tour and Travel. I would like to welcome all to Bali. The bus ride to your hotel will take about sixty minutes. Right now. I would like to take a minute to familiarize you with the area discuss some brief safety precautions. Firstly, i ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public. Enjoy your vacation, but to drink responsibly.

### **[Describing the location]**

I promise you are going to enjoy your stay here in Bali. Bali has many tourisms object such as Pererenan beach. Pererenan beach is popular in Canggu, featuring a beautiful statue named Gajah Mina which stands on a foundation close to the sea reef. Pererenan beach is also dubbed as one of the best places to learn how to surf because as one of the relatively consistent surfs. This surfing paradise attracts wave riders from around the world. Pererenan beach located in Jl. Raya Pantai Pererenan, an approximate 1.5-kilometers rides from the main road, and 5 kilometres from Canggu.

### **[Introducing special events and offers]**

Blue bird Tour and Travel offers of special discount depending on your travel plans. We have golf snorkelling at Kuta Beach, as well as guided whale boat tours, and fishing

charters. And at the night you can enjoy the entertainment night from kuta, because kuta have many night clubs and another good place to entertain yourself. and destination There will be a short information session at 4pm in the lobby of the hotel tomorrow where you can learn all about these offers. We recommended that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also charge you more than what they say. Please take my advice and allow Blue Bird Tour and Travel to book all of your day trips and activities while you are here.

**[Offering advice]**

If you need exchange your dollars into rupiah, please use a bank or money exchange. We do not recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurant will accept Indonesia money, but you are better off to exchange your money and pay with rupiah. Or, if you prefer, you can always use your credit card. Also, if you want to get around the city, or tour travel to Kuta beach, we recommended that you take the motorcycle rather than taxi. When you arrived at Pererenan beach you can order a taxi or motorcycle via online or internet. Order via online you can cost by credit card, and the driver give you change if you do not have the exact amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

### **[Closing remarks]**

We are going to be pulling up to the Hotel in just Sixty minutes. Please sit back and enjoy the view of the ricefield on the left and right side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Aris will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one ladies first, mind your head and watch your step. On behalf of BlueBird Tour and Travel have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

### **Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Bali, the Paradise Island**

### **[Welcoming tourists]**

Hello everyone. My name is Bagus. On behalf of Top Tours, I'd like to welcome you all to Bali. The bus ride to your hotel will take about fifteen minutes. Right now, I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.

### **[Describing the location]**

I promise you are going to enjoy your stay here in Bali, the Paradise Island. This is a beautiful, quiet city where you can relax, sit by the beach, enjoy great meals and feel very safe. You can walk into town and enjoy the fountains or take a moonlit walk along the water. Please do not swim at the forbidden areas. This is not a safe place to swim because there is a strong undertow. Sanur and Kuta Beach is the place to go if you want to enjoy swimming in the ocean. You can take a short bus ride from your hotel. There you will also enjoy entertainment and Kecak dancing.

### **[Introducing special events and offers]**

Top tours offer a variety of special discounts depending on your travel plans. We have golf packages, as well as guided whale boat tours, and fishing charters. There will be a short information session at 1pm in the lobby of the hotel

tomorrow where you can learn all about these offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Suntan tours to book all of your day trips and activities while you are here.

**[Offering advice]**

If you need to exchange your dollars into Rupiah, please use a bank or money exchange. We don't recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurants will accept American or Canadian money, but you are better off to exchange your money and pay with Rupiah. Or, if you prefer, you can always use your credit cards. Also, if you want to get around the city, or travel to Ubud and Singaraja, we recommend that you take the local bus rather than a taxi. The bus costs about several American dollars, and the driver can give you change if you don't have the exact amount. If you do decide to take a taxi make sure that you negotiate a price before you go.

**[Closing remarks]**

We're going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the view of the ocean on the left-hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Javier will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. On behalf of Top Tours, have a

wonderful vacation in Bali the Island gods and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 6

### Tour Guiding Practice Four

#### Pre-Activity

1. Study this tour guide commentary carefully
2. Make sure you understand all the new words, terminology and phrases in the text
3. Do all the exercises below each text correctly

#### Welcome To the Island Of Nusa Lembongan

##### [Welcoming Tourist]

Good morning, ladies and gentlemen. I am Era Andani, as a representative of Jaya Tours and Travels, I would like to welcome all of you to Bali which is known as an island rich in beaches. We are currently at the port of Sanur and now it's time to get on the fast boat that will go to the island of Nusa Lembongan. So currently the fast boat is heading to the port of Nusa Lembongan which takes about 40 minutes because we need to cross the ocean. The hotel we are going to is located close to the port of Nusa Lembongan. As your tour leader, I have more than enough time to introduce you to the area as well as provide some brief information. First of all, I ask you to stay seated until we arrive at the port. We have also been served mineral water and snacks. Please note not to smoke in this fast boat because it can disturb other passengers. Lastly, don't forget to bring all your luggage when we arrive at the port of Nusa Lembongan.

### **[Describing the Location]**

Well, ladies and gentlemen, during your visit, we guarantee you will enjoy the atmosphere on Lembongan Island. As I said before that we will go to Nusa lembongan and now we are on this beautiful island of lembongan. Lembongan has many interesting places for tourists to visit such as very attractive white sandy beaches, unique natural and artificial caves, challenging sea cliffs, mysterious swamps that attract visitors to come and many more interesting things in Lembongan Village. I will give some recommendations of places to visit near your hotel so you can enjoy your vacation. First of all, the yellow bridge that connects Nusa Lembongan and Nusa Ceningan. This yellow bridge is very popular on Instagram and is named the bridge of love. Then, the next place you should visit is Dream beach. this place is the most famous white sand beach tour in Nusa Lembongan. Dream beach is one of the best white sand beaches on the island of Nusa Lembongan. Finally, you can do snorkelling activities and see the beauty under the sea. you will see the sea water is very clear and the coral reefs are still awake. Most tourists who participate in snorkeling activities on Nusa Lembongan hope to see Manta Rays and Mola-Mola fish.

### **[Introducing Special Event or Offers]**

My dearest tourists, Jaya Tours and Travels offers special packages for you to choose from. We have a special day tour package, namely snorkelling activities so our team will accompany you to do snorkelling activities. The package includes tools and clothes used for snorkelling and

includes lunch and dinner at the mushroom beach. For more information about the package, please contact the hotel reception in the morning so they can explain it to you. Please take my advice and allow Jaya Tours and Travels to book all your trips and activities while you are here.

**[Offering Advice]**

If you need to exchange your dollars to rupiah, please use the money changer near the hotel. We do not recommend that you exchange your money at the hotel as you will not get a fair price. Some restaurants will accept dollars, but you are better off exchanging your money and paying in rupiah. if you want to take a walk to a place near from the hotel you can rent a motorbike which is not far from the hotel. for a motorbike rental price per day of 6 dollars, make sure to negotiate before you rent a motorbike.

**[Closing Remarks]**

Well, we'll be at the port in just a few minutes. Please sit and enjoy the sea view. I ask that you remain in your seats until we actually stop. Please double check to make sure all the items you bring have been unloaded from the fast boat. Please don't worry because when we arrive at the port, there will be our staff waiting to help you pick up your luggage. On behalf of Jaya Tour and Travels, I hope you enjoy your days on this Lembongan island.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Welcome to Echo Beach**

### **[Welcoming tourist]**

Hello, good people. My name is Rani Widiantari. On behalf of Bali RaniTour and Travel. I would like to welcome all to Bali. The bus ride to your hotel will take about ten minutes. Right now, I would like to take a minute to familiarize you with the area discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public. Enjoy your vacation, but to drink responsibly.

### **[Describing the location]**

I promise you will enjoy your stay in Bali. Bali has many attractions such as Echo beach. The main thing that makes Echo beach Canggu beach popular is because the waves are very strong and quite high. In addition, from the coastline, visitors can see views of the Indian Ocean and views of the Bali sunset. The cleanliness of the Echo beach Canggu beach is very well maintained, due to the joint efforts of the local community and expatriates, who regularly clean the beach. The location of the address from Echo Beach Canggu is on Jalan Pura Batu Mejan, Canggu, North Kuta, Badung Regency. If you stay in the tourist area of Kuta Bali, then you will travel 15 kilometers with an estimated travel time of about 1 hour.

### **[Introducing special events and offers]**

Rani Bali Tour and Travel offers special discounts depending on your travel plans. We have snorkeling at the sand bar surf spot, as well as guided whale boat tours. If you don't like surfing, Echo Beach Bali can still be a great day out. With the popular upscale beach club La Brisa located right on the beach, you can hang out at the bamboo playground and watch the surfers from a distance. There will be a brief information session at 4pm in the hotel lobby tomorrow where you can learn all about this offer. We advise you not to buy packages from street vendors as they are not always 100 percent reliable. They also charge you more than what they say. Please take my advice and allow Bali Rani Tour and Travel to book all your trips and activities while you are here.

### **[Offering advice]**

If you need exchange your dollars into rupiah, please use a bank or money exchange. We do not recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurant will accept Indonesia money, but you are better off to exchange your money and pay with rupiah. Or, if you prefer, you can always use your credit card. Also, if you want to get around the city, or tour travel to Echo beach, we recommended that you take the motorcycle rather than taxi. When you arrived at Echo beach you can order a taxi or motorcycle via online or internet. Order via online you can cost by credit card, and the driver give you change if you do not have the exact

amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

**[Closing remarks]**

We are going to be pulling up to the Hotel in just twenty-five minutes. Please sit back and enjoy the view of the ocean on the left-hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Agus will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one ladies first, mind your head and watch your step. On behalf of Bali Rani Tour and Travel have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 7

### Tour Guiding Practice Five

#### Pre-Activity

6. Study this tour guide commentary carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below each text correctly

#### [Welcoming tourists]

Hello everyone. My name is Ayu Antini your tour guide for today. On behalf of Bali Tours. I'd like to welcome you an object tourist in Karangasem Regency it is Besakih Temple. The bus ride to your destination place will take about ten minutes. Right now, I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation.

#### [Describing the Location]

I promise you are going to enjoy your vacation in this place. Besakih Temple is the biggest Hindu temple in Bali which the local people call Pura Besakih. It owns beautiful view from the top of temple area where we can see the wide nature panorama until to the ocean so that way this temple is many visited by tourists from all over the world. Besakih Temple is located in Besakih countryside, Rendang sub district, Karangasem regency, east part of the island. It is located in southwest side bevel of mount Agung, the biggest

mounts in Bali. It is because pursuant to Agung Mount confidence is holiest and highest mount in Bali Island.

Continue, I would like to tell you about the history this place. Firstly, Bali's "mother temple", Besakih temple, is over 900 meters up the slopes of Gunung Agung. It has been regarded as a holy place since pre-historic times in Bali. The first recorded mention of its existence is from an inscription that dates from 1007 A.D. Since the Gelgel dynasty of the fifteenth century, it has been regarded as a central, holy temple for the entire island. All the allegiances of the Balinese people come together at Besakih. Each regency has its own temple within the overall compound, as do each of the caste groups. There is a total of 18 separate sanctuaries. The three main temples are Pura Penataran Agung, Dedicated to Sang Hyang Widi Wasa; Pura Kiduling Kreteg, dedicated to Brahma; and Pura Batu Madeg, dedicated to Wisnu.

Then to the Balinese, a visit to the temple sanctuaries at Besakih temple is a special pilgrimage. Each temple has its own odalan, or anniversary celebration, and on the full moon of the Balinese month "Kedasa" the entire compound of Besakih celebrates the visit of the gods, with an enormous throng of visiting pilgrims.

### **[Introducing special events and offers]**

Next to the location of the temple is on the southern slopes of Mount Agung, the principal volcano of Bali. Besakih Temple is a complex made up of twenty-three temples that sit on parallel ridges. It has stepped terraces and flights of stairs which ascend to a number of courtyards and brick

gateways that in turn lead up to the main spire or Meru structure, which is called Pura Penataran Agung. All this is aligned along a single axis and designed to lead the spiritual person upward and closer to the mountain which is considered sacred. The main sanctuary of the complex is the Pura Penataran Agung. The symbolic center of the main sanctuary is the lotus throne, or padmasana, which is therefore the ritual focus of the entire complex. It dates to around the seventeenth century. Each year there are at least seventy festivals held at the complex since almost every shrine celebrates a yearly anniversary. This cycle is based on the 210-day Balinese Pawukon calendar year. It had been nominated as a World Heritage Site as early as 1995, but was pulled out in 2015.

**[Offering advice]**

If you need to exchange your dollars for pesos to buy something or a souvenir around Besakih Temple, please use a bank or money exchange around areas this place because this place provides a money changer.

**[Closing remarks]**

We're going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the view of the ocean on the left-hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Made will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please

forgive me. On behalf of Bali Tours, have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Kelingking Beach Trip**

### **[Welcoming Tourist]**

Good morning, ladies and gentlemen. I'm Destri as a representative of Nusa Penida Tours and Travel, I would like to welcome you all to Nusa Penida, which is known as a paradise island. We are currently at the traditional port of Nusa Penida. So now we will go to Peliatan Hotel Which takes about 45 minutes because our hotel is located in a faraway village. We have also been served a box of delicious snacks to accompany you on your way to the hotel.

### **[Describing the Location]**

Well ladies and gentlemen, during your visit we guarantee you will enjoy here in Nusa Penida. As I said before that we are going to Kelingking Beach, I will give some recommendation of the place to visit near your hotel so that you can enjoy your holiday. First of all, Paluang beach, becomes one of the most beautiful destinations because you will be amazed by the beauty of the hills surrounded by beaches. And the next place you should visit are Tembeling Beach. A beautiful place with springs and high hill. And this is a recommended place close to your hole.

### **[Introducing Special Event or Offers]**

My Dearest tourists, Nusa Penida Tours and Travels offers various packages that you can choose from. We have a full day tour package so our team will accompany you around Nusa Penida. The package will include 4 attractions, such as

Kelingking Beach, Angel Bilabong, Broken Beech, and Paluang Beach. At the end of the full day tour, we also offer Cubang Lantang Restaurant to enjoy your dinner. In addition, another package that we offer is a package to enjoy Bali's attractions at night. He performed Balinese dances and traditional music. For more information about the package, please contact the hotel reception in the morning so they can explain it to you. Our team will also be standing by in the lobby tomorrow at 8am so you can ask some questions about the offer. We advise you not to buy packages from street vendors as they are not always 100 percent reliable. They may also charge you more than what they say. Please take my advice and let Nusa Penida Tour and travel book all your trips and activities while you are here.

### **[Offering Advice]**

If you need to exchange your dollars into rupiahs, please use money exchange near the hotel. We do not recommend exchanging your money at the hotel because you would not get a fair rate. Some restaurants will accept dollars, yet you are better off to exchange your money and pay with rupiahs. Also, if you want to stroll around Nusa Penida, you may rent a motorcycle, or if you want to travel to some places that are quiet far, we recommend that you take grab car rather than a taxi. The grab car costs about 2 dollars, and the driver can give you change if you do not have the exact amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

### **[Closing Remarks]**

Well, we are going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the snack. I ask that you remain in your seats until we have come to a complete stop. Please double check to make sure all stuff that you bring has been taken off the bus. Please do not worry because when we arrive at the hotel, there will be our staff waiting to help you to take your luggage. On behalf of Nusa Penida Tours and Travels, have a wonderful day in Nusa Penida. Thank you.

### **Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **One Day Trip in Lembongan Island**

### **[Welcoming tourist]**

Hello. My name is Rika, as representative of Lanussa Tours and Travels. I would like to welcome all of you to a wonderful island in Bali.it called Lembongan island. Now you just arrived at Mushroom Harbor. As your tour guide, I have more enough time to introduce you to tourism object and some activities that you can do here. First of all, I will give you a brief information. As long as you are in Lembongan, we will use a motorbike to go to tourist attractions. the distance from one place to another is not too far. We also provide you lunch at *Nyoman Warung*. it is a famous restaurant in Lembongan which serves Indonesian food. But before that, we have to go to some tourism objects. In Lembongan well known with beautiful places such as Dream beach, Devil' Tears, Blue Lagoon, Yellow Bridge, and Mangrove Forest.

### **[Describing the Location]**

The first stop that we will visit is Dream beach. The dream beach is the famous beach in Lembongan. From here to dream beach is only takes 5 minutes. Dream beach is very beautiful beach with white sand and beautiful waves. You can enjoy the view by relaxing in the beach. And nearby dream beach, there is devil' tears. Devil's tears is become a favorite spot in Lembongan island because it has something special. Why is it called Devil's Tears? Waves come crashing into the cove and like a blowhole, come spitting

out with such force they blow a mist or 'tears' up into the air. So that's why it called devil's tears. And after that, we will go the next spot, the next spot is yellow bridge. Yellow bridge is the icon of Lembongan island. Why it called yellow bridge, it very simple because the color of the bridge is yellow. Yellow bridge is a bridge that connecting between Lembongan island and Ceningan island. The next place is Blue Lagoon, it also to be a favorite place in Lembongan island. Blue lagoon has clear blue water and color of the water is blue. It also has a large cove with cliff-jumping spots and panoramic viewpoints, this is one location not to be missed during your visit to the Lembongan island.

### **[Introducing special events and offers]**

Lanussa Tour and travels also has special activity that you can do. You can do it at Mangrove forests. Mangrove Forests is a tourist attraction where we will see mangrove forests that are still very natural in Nusa Lembongan. This forest full of mangroves is very beautiful to explore, with the cool air that will add to the excitement in this mangrove tour. As for exploring this mangrove forest, it is necessary to use a traditional boat without using a machine, where using a machine will damage the ecosystem in this mangrove forest. It is a very rare sensation to see this mangrove forest on the island of Nusa Lembongan. Lanussa tour and travel also provide special activity, nearby mangrove forests there is under water activity like snorkeling. It very good spot to do snorkeling, if you want, I can tell me and I will arrange it to you.

**[Offering Advice]**

if you need anything please let us know, we will be happy to help you. for information only, to make this trip safe to always obey the warnings in each tourist attraction.

**[Closing Remark]**

That's information about what we do, what places we will visit and special activities that can be done. I will take you to the hotel to rest and I can't wait to do this trip with you and I will make your trip very unforgettable.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 8

### Tour Guiding Practice Six

#### **Pre-Activity**

6. Study this tour guide commentary carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below each text correctly

#### **South Bali Island Areas**

##### **[Welcoming Tourist]**

Hello, good people. My name is Ni Komang Widiastiti On behalf of Caspla Tour and Travel. I would like to welcome all to Bali. The bus ride to your hotel will take about eighty minutes. Right now. I would like to take a minute to familiarize you with the area discuss some brief safety precautions. Firstly, i ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public. Enjoy your vacation, but to drink responsibly.

##### **[Describing the location]**

I promise you are going to enjoy your stay here in Bali. Bali has many tourisms object such as Sanur Beach is a beautiful white sandy beach with calm and warm seawater located in east part of Denpasar Town. This beach location in east side and south part of Sanur Village is an edge of Indonesia Ocean. This place has famous since long time, especially when the happening of the Puputan Badung war on 20 September 1906, where that moment the Dutch colonist land

its army in this coast. There is a stone monument found in this place as an inscription of Sri Kesari Warmadewa King with the palace in Singhadwala year 917, whereabouts now there are in Blanjong, southern part of Sanur Beach. In south-east side, we can see the bunch of Nusa Penida Island and east side we can see beautiful panorama of Bali strait with its Agung Mount as a backdrop. The tropical atmosphere sweeps entire of Sanur Beach that makes it as an ideal place for relaxation. It is also blessed by the breathtaking view of sunrise that one is the fascination for tourist to visit and stay in this place. Sanur is an excellent place to see the sun rise in the morning. "Bali is the morning of the world", it is the right sentence for Bali if we have visited Sanur. Offshore reefs protect the beach against the waves, and make it popular for windsurfing, boating, and other water sports. It is one of the first areas where one can find good hotels, restaurants, shops, and other tourist facilities.

### **[Introducing special events and offers]**

Caspla Tour and Travel offers of special discount depending on your travel plans. We have golf snorkeling at Tanjung Bena Bali, as well as guided whale boat tours, and fishing charters. And Sanur It is a good location to explore the rest of Bali. Find restaurants and modern entertainment venues complement traditional village activities like drama and dance, so it's a good place to enjoy the delights of a tropical island and gain a real appreciation of Balinese culture and local life. Gradual and early development has meant that Sanur has grown alongside the village. We recommended

that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also charge you more than what they say. Please take my advice and allow Caspla Tour and Travel to book all of your day trips and activities while you are here.

**[Offering advice]**

If you need exchange your dollars into rupiah, please use a bank or money exchange. We do not recommend exchanging your money at the hotel because you won't get a fair rate. Some restaurant will accept Indonesia money, but you are better off to exchange your money and pay with rupiah. Or, if you prefer, you can always use your credit card. Also, if you want to get around the city, or tour travel to Kuta beach, we recommended that you take the motorcycle rather than taxi. When you arrived at Sanur beach you can order a taxi or motorcycle via online or internet. Order via online you can cost by credit card, and the driver give you change if you do not have the exact amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

**[Closing remarks]**

We are going to be pulling up to the Hotel in just twenty-five minutes. Please sit back and enjoy the view of the ocean on the left-hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Dekta will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good

cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one ladies first, mind your head and watch your step. On behalf of Caspla Tour and Travel have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **One Day Trip in Nusa Penida**

### **[Welcoming tourist]**

Hello. My name is Kristina, as representative of Penida Tours and Travels. I would like to welcome all of you to a wonderful island in Bali. It is called Nusa Penida Island. Now you just arrived at Sampalan Harbor. As your tour guide, I have enough time to introduce you to tourism objects and some activities you can do here. First of all, I will give you brief information. As long as you are in Nusa Penida, we will use a car to visit tourist attractions. the distance from one place to another is too far. We also provide you with lunch at Twins Warung. It is a famous restaurant in Nusa Penida that serves Indonesian food. But before that, we have to go to some tourist objects. Nusa Penida is well known for beautiful places such as Broken beach, Diamond beach, Kelingking beach, and Temeling beach.

### **[Describing the Location]**

The first stop that we will visit is Kelingking beach. It is a spectacular rocky outcrop into the sea. The rock looks like the backbone of a dinosaur that drinks in the sea, in a bay called T-Rex Bay. The view is exceptional but if you have the courage and the time, you must go down to the beach. Get good shoes and once down to the beach, watch out for waves and currents. And the second one is broken beach. A collapse of part of the cliff created Broken Beach. The collapsed part has a circular shape. And the sea dug an arch in the narrowest part of this circle. The whole therefore

looks like a circular bay with an arch which overhangs the sea. Look at the photos, you will understand! The (very) small beach is not accessible. But you may see manta rays from the cliff. The third one is Diamond beach. Diamond Beach are among the most beautiful beaches in Nusa Penida Island, now very easily accessible. It takes about an hour from the port of Toyapakeh to reach them. If you take the right route, you will have Atuh Beach on one side and Diamond Beach on the other. Diamond Beach is best known thanks to the stairs cut into the cliff. Atuh Beach is very pleasant for swimming at high tide. The last one is Temeling beach. Temeling is a primary forest, a natural swimming pool and two very romantic places by the sea. The scenery is guaranteed and the variety of atmospheres, between the walk in the virgin forest and two small deserted beaches, should seduce you.

### **[Introducing special events and offers]**

Penida Tour and travels also has special activity that you can do. You can do it at Diamond beach. Diamond beach is a tourist attraction where we will see beach views that are still very natural in Nusa Penida. You will probably visit Diamond Beach first. Because when you walk down after leaving the parking lot, the famous staircase is the first thing you see, on the right side of the path. The first part of the staircase is really easy to descent and very spectacular too. It was indeed built by carving out the limestone from the cliff. The last part of the staircase is a little bit trickier and for some a bit scary. You can decide for yourself if you're up for the challenge and want to go all the way down to the

beach. Or to go back up to the top of the cliff. You might also want to preserve your forces to go down to Atuh Beach. Atuh beach is indeed a better option if you want to relax or eat on the beach. Down at the beach, local people offer different options to take amazing photos for your social networks. There is also a swing and a small kiosk that offers soft drinks and snacks. Penida tour and travel also provide special activity, there is under water activity like snorkelling and diving. It very good spot to do snorkelling, if you want, I can tell me and I will arrange it to you.

**[Offering Advice]**

if you need anything please let us know, we will be happy to help you. for information only, to make this trip safe to always obey the warnings in each tourist attraction.

**[Closing Remark]**

that's information about what we do, what places we will visit and special activities that can be done. I will take you to the hotel to rest and I can't wait to do this trip with you and I will make your trip very unforgettable.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!

4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 9

### Tour Guiding Practice Seven

#### **Pre-Activity**

1. Study this tour guide commentary carefully
2. Make sure you understand all the new words, terminology and phrases in the text
3. Do all the exercises below each text correctly

#### **BADUNG TRIP**

##### **[Welcoming tourist]**

Hello everyone. My name is Ni Putu Yunita Pratiwi. On behalf of Anta Bali Tours and Travels. I'd like to welcome you all to Bali as known as Paradise Island. The bus ride to your hotel will take about fifty minutes. As your tour leader, I have more than enough time to introduce you to the area and also give some brief information. Firstly, I ask that you remain seated until we reach our destination. Secondly, please pay attention to not smoking in this bus because we do not provide any smoking areas. Third, do not forget to bring all of your luggage when we arrive at the hotel. Finally, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive

##### **[Describing the location]**

I promise you are going to enjoy your stay here in Bali. I will give some recommended places to be visited near your hotel so you might enjoy your vacation, especially in

Badung Regency. First of all, Pandawa Beach which is a beautiful white sand beach in the south of the island. With cliff top views and aqua blue water, you can enjoy the beautiful view there. There are the water sports such as canoeing and paragliding in Pandawa Beach. But if you don't feel like going in the water, you can sit on the beach beneath the trees or at one of the beach stalls and enjoy a fresh coconut with a snack of roasted corn. Then, the next place is Garuda Wisnu Kencana. You can see a vast cultural park with various kinds of entertainment and attractions contained in this Garuda Wisnu Kencana. With the flagship icon of the largest statue in Bali, namely the Garuda Wisnu Kencana Statue which is estimated to be higher than the statue of liberty. The next destination is Uluwatu Temple. Uluwatu Temple is a beautiful temple with a breathtaking view as well as a spectacular sunset. You will see a group of monkeys living around the temple which are known to steal things from visitors, so please take care of your belongings, especially your mobile phone and accessories like sunglasses. In Uluwatu Temple, there is also the Kecak Dance performance at around 6 p.m. You can enjoy the spectacular sunset while watching the show of Traditional Kecak Dance played by more than 25 people in a Ramayana story.

### **[Introducing Special Event or Offers]**

My dearest tourist, Anta Bali Tours and Travels offers a variety of packages that you can choose. We have one package of full-day tour, so our team will accompany you to

travel around Badung. The package will include 3 tourist objects, such as Pandawa Beach, Garuda Wisnu Kencana, and Uluwatu temple. In the end of the full-day tour, we also offer Nelayan Restaurant to enjoy your dinner. Since your hotel is in Kuta, at night we offer another package to enjoy the entertainment night from Kuta. Because kuta have many night clubs and another good place to entertain yourself. For further information about the packages, please contact the hotel receptionist in the morning so that they may explain it to you. Our team will also stand by at the lobby tomorrow at 8 am so you may ask them several questions about the offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Anta Bali Tours and Travels to book all of your day trips and activities while you are here.

### **[Offering Advice]**

If you need to exchange your dollars into rupiahs, please use money exchange near the hotel. We do not recommend exchanging your money at the hotel because you would not get a fair rate. Some restaurants will accept dollars, but you are better off to exchange your money and pay with rupiah. Or, if you prefer, you can always use your credit card. Also, if you want to get around the city, or tour travel to Kuta beach near your hotel, we recommended that you take the motorcycle rather than taxi. When you arrived at Kuta beach you can order a taxi or motorcycle via online or internet. Order via online you can cost by credit card, and the driver

will give you change if you do not have the exact amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

**[Closing remarks]**

We are going to be pulling up to the Hotel in just twenty-five minutes. Please sit back and enjoy the view of the ocean on the left-hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Made will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one and ladies first, mind your head and watch your step. On behalf of Anta Bali Tours and Travels, have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

4. Using your own words. describe how the tour guide welcome the tourist!
5. Using your own words, describe how the tour guide explain the location!
6. Using your own words, describe how the tour guide introduce the special events!
7. Using your own words, describe how the tour guide offer an advice to the tourist!

8. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Alas Harum Agrotourism**

### **[Welcoming tourist]**

Hello, good people. My name is Ari Pradnya. On behalf of Dewata Tour and Travel. I would like to welcome all to Bali. Well, today we are going to agrotourism in Gianyar Regency, it is Alas Harum Agrotourism. So, from where you stay now in Hotel Paradise in Seminyak, we will drive to Gianyar for about 60 minutes. Right now. I would like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public and you are not allowed to smoke in the bus. So, enjoy your vacation, but still obey the rules that undergo.

### **[Describing the location]**

Alright, we already arrived in Tegalalang, Gianyar Regency. I promise you are going to enjoy your vacation in this place. Alas Harum is one of popular agrotourism object which is located in Jl. Lunga Tegalalang, around 20 minutes from Central Ubud. This place will be offering you many activities, such as: First, super extreme swing is the highest one which about 25 meters from the ground. You will enjoy a beautiful view and like fly in the sky when you try it. Second, couple swing is the medium one which about 20 meters from the ground. In this swing you can try the swing together with your partner or friend. Third, extreme swing is the lowest one which about 15 meters from the ground. This swing is the favourite one for children and people who scare

about high. Fourth, package swing is a combination of two singles swing and one couple swing in one place. Fifth, flying fox (zip line) is also the favourite one activity at our place because when you try it you can see whole of the view. There is also have unique photo spots. There are seven types of bird nest which have different shape. They have dancing bridge which has 35 meters length. Glass floor is the first one in Ubud which has 6 centimetres of thickness and use special glass material so you can step it and take a beautiful picture. Pekak Brayut Curved which has 14 meters of high and 12 meters of wide. Gorilla Face curved which has 12 meters of high and 9.5 meters of wide. Alas Harum also has the biggest luwak statue in Indonesia.

### **[Introducing special events and offers]**

My dearest tourist, Dewata Tours and Travels offers a variety of packages that you can choose. We have one package of our popular tour. We recommend one of the highlights is Mount Batur trekking. You not only explore one of the most sacred mountains in Bali directly, but you will also see a spectacular view at its peak, the sun exploding into the horizon, emitting yellow orange light, open on the caldera and lake below, the loud shouts at the peak of welcoming the sunrise, makes the fatigue during the climb will disappear, along the way you will be accompanied by experienced our local guides, they will tell you about the history and interesting things of Mount Batur until you reach the top. For further information about the packages, please contact the hotel receptionist in the morning so that they may explain it to you. Our team will

also stand by at the lobby tomorrow at 8 am so you may ask them several questions about the offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Dewata Tours and Travels to book all of your day trips and activities while you are here.

**[Offering advice]**

If you need to exchange your dollars into rupiah to buy some thing or souvenir at around Tegalalang, please use a bank or money exchange at around areas this place because this place provides money changer.

**[Closing remarks]**

We're going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the view of Bali along the road as we enter Seminyak. However, we are going to have an early dinner in D'Sawah Restaurant before escorting you to the hotel. I ask that you remain in your seats until we have come to a complete stop. Wayan will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. On behalf of Dewata Tours and Travels, I'm Ari Pradnya, have a wonderful vacation in Bali and I hope to see you tomorrow at the information session. Goodbye everyone.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Around Denpasar**

### **[Welcoming tourist]**

Good morning, ladies and gentlemen welcome to indonesia and welcome to the Bali. My name is Wulan as your tour guide today. And then my left side Mr made he is my driver. So today is Denpasar Full day tour I would like to tell you what will do in our activity. First we will chek-in in the Bali Grand Inna and have lunch in the Hotel with the special menu from Bali, the second we are going to Bali museum. The third place we are going to Bajra sandhi. After that we are going to shop in Krisna Oleholeh. The last we have dinner in Bale Udang mang engking.

### **[describing the location]**

So, I would like to tell you about Bali Museum located in the center of Denpasar city. This place is seeming the Traditional Bali house. With the concepts are Tri Mandala, Nista Mandala (Outer part), Madya Mandala (Middle part before entering the core) and Utama Mandala (Core part).

- Tabanan Pavilion – This building is so named because the funds to build it came from the Tabanan Kingdom, thus reflecting the style of the building from South Bali. Inside this building are exhibited several ethnographic collections and Balinese art objects such as dance costumes, masks, shadow puppets, kris, as well as several ancient statues.
- Karangasem Pavilion – As the name implies, the financing for the construction of this building certainly comes from the Karangasem Kingdom. The building is a depiction of traditional building art

from the eastern part of Bali. This building contains several exhibitions of paintings, fine arts, archeology and several objects from prehistoric times.

- Buleleng Pavilion – The architectural style of the building financed by the Buleleng Kingdom is a traditional building style from North Bali. The collection in this building is in addition to traditional Balinese costumes and accessories, several collections of clay sculptures with simple and primitive designs, stone tools, household tools, agricultural tools, tools used by fishermen, and others.

### **[Introducing special events and offers]**

Because we are in Denpasar i would like to tell you about Omed-omedan. Omed-omedan is the famous tradition in Bali because there is a romantic situation. Usually culture tends seriously but omed-omedan isnt , it is about kiss and tug. Tell about the short story Omed-omedan comes from the people of the Puri Oka Kingdom, located in South Denpasar. At that time, the community took the initiative to make a game of tug of war. Over time, this game is getting more interesting and turned into embracing each other. The action of the game made the atmosphere noisy, Raja Puri Oka, who was seriously ill, became angry. He was annoyed by the noisy atmosphere. However, when the king came out and saw Omed-omedan playing, he recovered from his illness. Since then, the king ordered that Omed-omedan be held every year, every time the first fire or Ngembak Geni is lit after the Nyepi Day celebration. This activity is followed

by the youths of that area. The audience of this divided by two from the girls and the boys and. Next, one person from each group is chosen alternately to be lifted and paraded to the front position of the line. The two groups collided with each other, the young man and woman in the front having to hug each other. When hugging each other, each group will pull its partner until one of the two people who are hugging is released. If the two young people cannot be released, the committee will splash them with water until they are soaked. Before starting the audience must pray for providing smoothness.

**[Closing remarks]**

All right L&G we are arriving at Museum Bali. Please bring your bag and other things. I will accompany you until at 3PM and we will move to the Bajra sandhi after this. If you have any questions just ask me.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Welcome to Lake Beratan (Danau Beratan)**

### **[Welcoming Tourist]**

Hello, good people. My Name is Kartika Putri on behalf of Jepun Ayu Tour and Travel. I would like to welcome you to Bali. The bus ride to the hotel will take about fifty minutes. So now I will discuss some Actions that you can do while on the trip briefly. First i ask you to stay in your seats until we reach our destination. And secondly, please check your luggage again so it doesn't get left behind. And lastly, keep enjoying your vacation with beautiful views along the way.

### **[Explaining Location]**

I promise you that you will continue to enjoy your holiday while in Bali. Bali has many attractions such as Lake Beratan. Lake Beratan is a lake in Bali which is surrounded by hills and has cool air. Lake Beratan is located in the Bedugul area which is located in the highlands and the nature is still beautiful. Don't forget the harvest that you can make as gifts for your family at home. Lake Beratan Bedugul is one of the many famous Bali tours. In the middle of Lake Beratan Bedugul there is a temple namely Pura Ulun Danu which has a Buddhist stupa, depicting the harmony of Hindus and Buddhists since ancient times. Buddhist stupas and temples are always maintained and receive regular maintenance so that they are kept clean. Ulun Danu Temple is a place of worship to Sang Hyang Dewi Danu as a fertility giver. It will be very unfortunate if you do not visit Ulun Danu Temple. If you come on a good day according to the Balinese calendar, you may meet

Balinese people who are performing worship or religious ceremonies here.

**[Introducing special events and offers]**

You can get around the lake by renting a boat or speed boat. You can also enjoy the cool air by walking around the edge of the lake. Not only that, you can also play at the Bedugul Botanical Gardens which is the only botanical garden in Bali. Various types of vegetables and fruits that thrive and you can harvest yourself. Just 5 minutes from Lake Beratan, you have arrived at the Bedugul Botanical Gardens.

**[Offering Advice]**

Towards Lake Beratan, you will pass through winding and sharp roads and on the right and left there are ravines. Even so, you will not be bored because you will be treated to views of rice fields and vegetable gardens. And uniquely, you will also pass a hotel that is famous for being haunted, namely the Hotel that is never finished, Hotel P.I Bedugul. those of you who don't want to take risks, you can use car rental services or travel services to help you achieve your goals. Lake Beratan is open from 08.00 to 18.00 WITA (Central Indonesian Time), entering the tourist area of Lake Beratan, you will be charged an entrance fee of Rp. 20,000 for adults and Rp. 15,000 for children.

**[Closing remarks]**

We'll be stopping at the Hotel in just twenty-five minutes. Please sit and enjoy the sea view on the left side of the bus as we enter the city. I ask that you remain in your seats until

we actually stop. Please double check to make sure your bags have been removed from the bus. Thank you for your kind cooperation and attention, if there are mistakes, please forgive me. Remember when you arrive at your destination, please get off the bus one by one, ladies and gentlemen, keep your head and watch your steps. On behalf of Jepun Ayu Tour and Travel, have a nice holiday in Bali and I hope to see you tomorrow at the information session, Thank you.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 10

### Tour Guiding Practice Eight

#### Pre-Activity

1. Study this tour guide commentary carefully
2. Make sure you understand all the new words, terminology and phrases in the text
3. Do all the exercises below each text correctly

#### Welcome to Penglipuran Village

##### [ Welcoming tourist]

Hello, good people. I'm Laraswati, as representative of Panorama Tours and Travels, I would like to welcome you all to Bali, which is known as a paradise island. The bus ride to your destination will take about 30 minutes. Right now, I would like to take a minute to familiarize you with the area discuss some brief safety precautions and some things about this tourist spot. Firstly, I ask that you remain seated until we reach our destination. Second, please double check to make sure your bag has been taken off the bus. Third, please realize that is against the law to get drunk in public. Enjoy your vacation, but to drink responsibly.

##### [Describing the location]

I promise you will enjoy your stay in Bali. Bali has many attractions such as Penglipuran Village. Penglipuran village is one of the popular and beautiful tourist attractions in Bali. The Penglipuran traditional village is in Kubu, Bangli regency, Bali. Maybe many of you don't know which part of

Bali is the Bangli regency. If you have visited Kintamani or Mount Batur tourist attractions, this is the Bangli regency. Penglipuran Bangli village is on a plateau at about 600 – 700 meters above sea level. As a result of being at this altitude, you will imagine cool air. The beauty of the village and the surrounding act that penglipuran village is untouchable village by the modernization era. Supported by the fresh air by the height 700 meter above the sea level, give the comfortable for the villager and visitors. A village that really still reflects the old culture and customs, where the shape of the buildings here are almost the same, and still maintain their identity and are not touched by modern buildings. The atmosphere of visiting is very pleasant where when you are here you will feel you are in the past where the sustainability of the houses in the village of Penglipuran are still maintained

### **[Introducing special events and offers]**

Panorama Tour and Travel offers of special discount depending on your travel plans. Penglipuran is a very unique village, where it still maintains a beautiful rural face like in the past, without being eroded by the modern side of the building, if you visit here, you can see the shape of the house in a past life like this original. Penglipuran Traditional Village is a rural area that has a specific structure from a traditional village structure, so that it is able to display a beautiful rural face. The physical arrangement of the village structure is inseparable from the culture of the community that has been passed down from generation to generation. Thus,

Penglipuran Traditional Village is a cultural tourism site. The beauty of the Penglipuran Traditional Village can be felt starting from entering the pre-village area with green grass on the edge of the road and hedges pulled along the road, adding to the coolness of the village procession area. It is a very amazing sensation to know a village whose face has not changed from the past until now and still reflects its very beautiful natu

**[Offering advice]**

Before we visit the rural areas. It is recommended if you have already exchanged dollars to rupiah, because when you want to transact the Penglipuran Village tourist area it will be easier. You can also use your credit card.

**[Closing remarks]**

We'll be stopping at our destination in just ten minutes. Please sit and enjoy the view. I ask that you remain in your seats until we actually stop. Putu will meet us on the bus to help you with your bags. Please double check to make sure your bags have been removed from the bus. Thank you for your kind cooperation and attention, if there are mistakes, please forgive me. Remember when you arrive at your destination, please get off the bus one by one, ladies and gentlemen first, keep your head and watch your steps. On behalf of Panorama Tour and Travel a pleasant holiday in Bali and I look forward to meeting you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Climbing Mount Agung**

### **[Welcoming tourist]**

Hi everyone. My name is Rima Haryati. I would like to welcome everyone in Bali. I will take you to your hotel and it will take about 30 minutes. Right now, I'd like to take a minute to do discuss about the tour we are going to do. First, I ask that we discuss about hiking once you are ready. Secondly, please double-check to make sure your bag has been unloaded from the car. Third, please realize that we are obliged to protect the surrounding environment by not producing litter. Enjoy your vacation.

### **[Describing the location]**

I promise you will enjoy your stay here in Bali. Bali has many tourist attractions such as mount agung. Mount Agung is one of the highest mountains that exist in Bali and the most popular and also the most beautiful in Bali, featuring a very beautiful view when doing the climb. Mount Agung is also dubbed as one of the best places to do climbing. Mount Agung attracts mountaineers from all over the world. Mount Agung is located in Rendang district, Karangasem Regency, Bali, Indonesia. Besakih temple, which is one of the most important temples in Bali, is located on the slopes of this mountain.

### **[Introducing special events and offers]**

Rima's tour and travel offers special discounts depending on your hiking plan. We offer a tent rental for rest, as well as guide along the way in climbing the majestic mountain.

You can spend the night there and start the journey very early in the morning, because it takes a long time to get to the top. We recommend that you bring enough food as well as drinks for the trip. Please follow my advice and allow Rima's tour and Travel to book all your trips and day activities while you are here.

**[Offering advice]**

If you need help providing food for a trip to the mountain, please contact me to discuss it. We do not recommend that hikers walk with their bare hands without bringing food or drinks, because this long journey will certainly be tiring. Also, if you want to take pictures, there are already several climbers who will accompany you throughout your trip. Arriving at the top you can start resting with the food that has been provided by each person. You can't get some food through online. If you decide to stop before you get to the top, there are climbers who will take you down back to the starting place.

**[Closing remarks]**

We're going to get off back and stop at one of the places called the pasar Agung temple after a long trip. Please sit down and enjoy the view while you rest then I ask you to keep your legs straightened and don't bend. I'll take a driver to help you with your luggage. Please check back to make sure your bag has been unloaded from the car. Thank you for your good cooperation and care, if I make a mistake, please forgive me. Remember when you arrive at your destination, please get off the car with a heartstring.

On behalf of Rima's Tour and Travel have a wonderful holiday in Bali and I look forward to seeing you tomorrow in the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Tanah lot Temple**

### **[Welcoming Ttourists]**

Good morning, ladies and gentlemen. I am Nyoman Yudiana, as a representative of Swargan Tour and Travels, I would like to welcome all of you to Bali which is known as the Island of the Gods or the Island of a Thousand Temples, Our goal today is the Tanah Lot Temple, but before that, I'm as your tour guide would like to remind you to stay calm and relax during the trip. Second, re-check your luggage. Third, smoking is prohibited on the bus because it can interfere with the passenger's respiratory tract.

### **[Describing the Location]**

Tanah Lot Temple is part of the Tabanan Regency area, Tanah Lot Temple which is located on the beach side of Beraban Village, Kediri District, Tabanan Regency, is about 30 Km on the west side of Denpasar city and about 11 Km south of Tabanan City. Tanah Lot Temple is not only used as a place of prayer for Hindus, Tanah Lot Temple is also one of the most visited tourists areas.

Many tourists come and visit this place, not only local tourists and foreign tourists also enjoy the beauty of Tanah Lot. Tanah Lot is a beach with the uniqueness of a temple located on a rock in the middle of the sea near the beach. The rock is separated from other rocks and when the sea water is high, Tanah Lot Temple looks like it floats because it is surrounded by wavy sea water, this uniqueness is what attracts many tourists to visit Tanah Lot.

### **[Introducing Special Events and Offers]**

Besides offering natural beauty, historical tourism, to cultural tourism, Tanah Lot Temple is also a suitable place for surfing. Around this area is famous for its big wave rolls so it is suitable for expert surfers both local and foreign. However, because of the large waves, surfers or swimmers who are beginners are not allowed to try surfing at this place. So that only those who are experts in surfing and swimming can enjoy the brunt of the waves in the Tanah Lot area. But don't worry if you're not an expert surfer or swimmer. Because you can still enjoy the amazing sunset view.

Tanah Lot Temple is still part of Dang Kahyangan Temple. In this temple, the gods of the sea guard are worshiped by Balinese Hindus. Under the location of the second temple, there is a large hole that is always passed by big waves. This phenomenon always manages to attract tourists to come and see it up close. Of course, the beauty of this phenomenon should not be missed if you visit this place. Plus, when the sea water is high, the temple will look like it is surrounded by sea water.

### **[Offering Advice]**

If you need to exchange your dollars to rupiah, please use the nearest and trusted money changer. We do not recommend that you exchange your money in the live community because you will not get a fair price. Some restaurants will accept dollars, but you are better off exchanging your money and paying in rupiah. If you want to

enjoy the view of Tanah Lot Temple more closely by going down, I advise you to come when the sea water is receding.

**[Closing Remarks]**

Alright, we'll be arriving at Tanah lot Temple in a few more minutes. Please sit and enjoy the view of the rice fields. I request that you remain in your seat until we actually stop at our destination. Please double check your bags that have been removed from the bus. Thank you for your kind cooperation and attention, if there are mistakes, please forgive me. Remember when you arrive at your destination, please get off the bus politely. On behalf of Swargan Tour and Travels have a nice holiday in Bali and I look forward to meeting you at the other days.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 11

### Tour Guiding Practice Nine

#### **Pre-Activity**

6. Study this tour guide commentary carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below each text correctly

### **Uluwatu Temple**

#### **[Welcoming tourist]**

Hello everyone, I am Tari, on behalf of SM Tour and Travel. I am the local guide that will accompany you during your holiday in Bali. I would like to welcome you all to Bali, which known as the land of a thousand temples. Today we are going to visit Uluwatu Temple. Uluwatu Temple is located in the southern tip of Bali, exactly in Pecatu Village, South Kuta District of Badung, Bali, Indonesia, which takes time around 40 minutes from this resort. Now, I would like to take few minutes to inform you about brief safety precautions. Firstly, please don't leave anything unattended on the bus because we cannot take responsibility for it, also when you leave the tourism object, please make sure all of your belongings with you. Secondly, do not wear too much accessories or attractive items that can attract the monkeys. Thirdly, please use polite outfit. Do not use short pants or tank top since you will visit a temple. However, don't worry because sarong and sash are provided in Uluwatu Temple, you can use it for free. As you know when you visit any temples in Bali, both men and women must wear a sarong.

### **[Describing the location]**

Well ladies and gentlemen, we already arrived at Uluwatu Temple or Pura Luhur Uluwatu which is regarded as one of the six most important temples in Bali along with Pura Besakih. The name Luhur means “something of divine origin” and ulu means the “Land’s End” and watu means the “rock” in the old language. The name accurately described what this unique temple is all about. The temple’s inner sanctum is perched at the edge of steep cliffs which tower over Bali’s legendary surf breaks at the south. Inscriptions mention that Uluwatu Temple was founded around 1,000 years ago by Mpu Kunturan, a Majapahit monk who also helped to establish several other important temples in Bali, such as Pura Sakenan in Denpasar. Furthermore, according to the Archaeological Survey of India, the remains found on the site prove that the temple was built from a group of stones that existed around the 10th century. Until 1983, Uluwatu Temple was inaccessible, and a lightning strike in 1999 set some parts of the temple on fire. Since its construction, the temple has undergone several restorations. The highlight of this temple is a Brahmin statue facing the Indian Ocean in one of Uluwatu Temple's courtyards, which is believed to be a representation of Dhang Hyang Dwijendra. The two entrances to the temple area are split gates with carvings of leaves and flowers. A couple of sculptures shaped like a human body with an elephant head stand in front of each of them.

### **[Introducing special events and offers]**

Alright everyone, I would like to inform that SM Travel and Tour offers some packages that you can choose when visit Uluwatu. One of the most popular packages is Kecak dance. If you love to watch art performance, this will be the best choice. Kecak dance is scheduled after the sunset. This is an interesting way to get a glimpse of Balinese performance art, and the setting is stunning. The Kecak dance show takes place on the open stage of Uluwatu Temple. The show begins at 6 p.m. and concludes shortly after sunset. Around 75 male dancers descend onto the stage with extended arms and shaking hands in the air, chanting their fast-paced, 'chak!' choruses repeatedly. According to the synopsis of the Kecak Dance in Uluwatu Temple, Sri Rama, the prince of the Ayodya kingdom, was exiled by his father King Dasaratha after an evil trick by his stepmother Kaikeyi. Rama is accompanied by his wife Sita and loyal younger brother Laksamana deep in a monkey forest (which fits in perfectly with Uluwatu's setting). Rahwana, who had a crush on Sita, was aware of this and set out to kidnap her. The two brothers' rescue mission is helped by the monkey king Hanoman and his monkey troops. Rahwana is eventually subdued, and the two lovers are reunited shortly after the sun sets. The fire torches in the center of the stage flicker against the darkened sky, and the chants fade. Kecak Dance Uluwatu tickets or entrance fees are IDR 100,000 per person and can be purchased in advance. Arriving early is recommended, as the stage has limited seating. We recommend arriving at the stage before 5 p.m. to get the best

seats, then you can watch the fire dance with a stunning backdrop of the sunset.

**[Offering advice]**

If you need to exchange your dollars into rupiah, you may go to ATM or Money Changer around this area to get a fair rate and safe transaction.

**[Closing remarks]**

We'll be arriving at the resort in just a few minutes. Please take a seat and enjoy the snack. I would like you to stay in your seats until we have come to a complete stop. Please double check to make sure your belongings have been taken off the bus. Thank you for your good cooperation and attention, I do apologize if I made mistakes during this tour, have a wonderful vacation in Bali and see you tomorrow.

**Do the following task related to the tour guide commentary above**

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **Ubud Village**

### **[Welcoming tourists]**

Welcome, ladies and gentlemen. If I could please have all of your attention, please. Thank you very much. Let me introduce myself, I'm Anjela, your tour guide during your trip to Bali. Thank you all for choosing our travel agency to help you enjoy your stay on this paradise island. We hope for you to have a lovely stay in Bali where you can go home satisfied with your trip here.

### **[Describing the place]**

Okay. Currently, we are on our way to Ubud Village, which is the first destination in today's tour. Ubud is a lovely village that is filled with a lot of beautiful views that you will certainly enjoy. Once we arrive at the village, you will be welcomed with a Dance Performance. The dances include the Barong and Kris dance, which I'm sure you will enjoy. These dances will tell you a story about a battle between good and evil.

Ladies and gentlemen, we have arrived at Ubud Village. Let us all go out and see the beautiful views here and enjoy the dance performances that I've mentioned before. We expect you all to return to the bus after the dance performances are over so we can continue to our next destination.

### **[Introducing special events and offers]**

Now that we have all gathered together again, let's continue to our next destination, which is Celuk Village. There, you

will have the opportunity to see the local silversmith. You will also be able to see a wide variety of silver and gold crafts. Make sure you take this opportunity to also enjoy the beautiful view of this village.

**[Offering advice]**

Right now, we are driving to Kintamani. But before we arrive at Kintamani, we would like you all to visit Tirta Empul Temple. Tirta Empul Temple is a very popular temple that has a hot spring. The locals usually use this hot spring to purify the body and cleanse it from negative things.

**[Closing remarks]**

Ladies and gentlemen, the tour ends here as we are on our way back to your hotel. Make sure you get plenty of rest so we can continue our tour tomorrow morning.

Do the following task related to the tour guide commentary above

1. Using your own words, describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **TOUR GUIDE SPEECH BADUNG TRIP**

### **[Welcoming tourist]**

Hello everyone. My name is Ni Putu Yunita Pratiwi. On behalf of Anta Bali Tours and Travels. I'd like to welcome you all to Bali as known as Paradise Island. The bus ride to your hotel will take about fifty minutes. As your tour leader, I have more than enough time to introduce you to the area and also give some brief information. Firstly, I ask that you remain seated until we reach our destination. Secondly, please pay attention to not smoking in this bus because we do not provide any smoking areas. Third, do not forget to bring all of your luggage when we arrive at the hotel. Finally, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.

### **[Describing the location]**

I promise you are going to enjoy your stay here in Bali. I will give some recommended places to be visited near your hotel so you might enjoy your vacation, especially in Badung Regency. First of all, Pandawa Beach which is a beautiful white sand beach in the south of the island. With cliff top views and aqua blue water, you can enjoy the beautiful view there. There are the water sports such as canoeing and paragliding in Pandawa Beach. But if you don't feel like going in the water, you can sit on the beach beneath the trees or at one of the beach stalls and enjoy a fresh coconut with a snack of roasted corn. Then, the next

place is Garuda Wisnu Kencana. You can see a vast cultural park with various kinds of entertainment and attractions contained in this Garuda Wisnu Kencana. With the flagship icon of the largest statue in Bali, namely the Garuda Wisnu Kencana Statue which is estimated to be higher than the statue of liberty. The next destination is Uluwatu Temple. Uluwatu Temple is a beautiful temple with a breathtaking view as well as a spectacular sunset. You will see a group of monkeys living around the temple which are known to steal things from visitors, so please take care of your belongings, especially your mobile phone and accessories like sunglasses. In Uluwatu Temple, there is also the Kecak Dance performance at around 6 p.m. You can enjoy the spectacular sunset while watching the show of Traditional Kecak Dance played by more than 25 people in a Ramayana story.

### **[Introducing Special Event or Offers]**

My dearest tourist, Anta Bali Tours and Travels offers a variety of packages that you can choose. We have one package of full-day tour, so our team will accompany you to travel around Badung. The package will include 3 tourist objects, such as Pandawa Beach, Garuda Wisnu Kencana, and Uluwatu temple. In the end of the full-day tour, we also offer Nelayan Restaurant to enjoy your dinner. Since your hotel is in Kuta, at night we offer another package to enjoy the entertainment night from Kuta. Because kuta have many night clubs and another good place to entertain yourself. For further information about the packages, please contact the hotel receptionist in the morning so that they may explain it

to you. Our team will also stand by at the lobby tomorrow at 8 am so you may ask them several questions about the offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Anta Bali Tours and Travels to book all of your day trips and activities while you are here.

**[Offering Advice]**

If you need to exchange your dollars into rupiahs, please use money exchange near the hotel. We do not recommend exchanging your money at the hotel because you would not get a fair rate. Some restaurants will accept dollars, but you are better off to exchange your money and pay with rupiah. Or, if you prefer, you can always use your credit card. Also, if you want to get around the city, or tour travel to Kuta beach near your hotel, we recommended that you take the motorcycle rather than taxi. When you arrived at Kuta beach you can order a taxi or motorcycle via online or internet. Order via online you can cost by credit card, and the driver will give you change if you do not have the exact amount. If you do decide to take a taxi, make sure that you negotiate a price before you go.

**[Closing remarks]**

We are going to be pulling up to the Hotel in just twenty-five minutes. Please sit back and enjoy the view of the ocean on the left-hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a

complete stop. Made will be meeting us at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. Thank you for your good cooperation and attention, if I make a mistake, please forgive me. Remember when you arrive at the destination, please get off from the bus one by one and ladies first, mind your head and watch your step. On behalf of Anta Bali Tours and Travels, have a wonderful vacation in Bali and I hope to see you tomorrow at the information session.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!
5. Using your own words, explain the closing remarks of the tour guide commentary above!

## UNIT 12

### Tour Guiding Practice Ten

#### Pre-Activity

6. Study this tour guide commentary carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below each text correctly

#### Tour Guide Speech, Samuan Tiga Temple

##### [Welcoming Tourist]

Good morning people, I'm Adi. As representative of Datu Tours and Travels, I'd like to welcome you an object tourist in Gianyar Regency it is Samuan Tiga Temple. The bus ride to your destination place will take about thirty minutes. Right now, I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation.

##### [Describing the Location]

Samuan Tiga Temple is a 10th century temple in the village of Bedulu in Gianyar. It's around 800 metres east from the Goa Gajah temple site or a 20-minute drive from central Ubud. The temple dates back to the Warmadewa dynasty, which was also known to have built the iconic Tirta Empul Temple complex. The old temple is a great place to see ancient Balinese temple architecture up close with its ornate

sandstone carvings and majestic temple gates. Unlike the usual 3 courtyards common in Balinese temples, Samuan Tiga has 7. These are separated by walls and split gates, and interconnected by staircases. Samuan Tiga Temple Temple Near Ubud is one of the highlights of 26 Must-See Temples in Bali and 31 Best Things to Do in Ubud (according to the [Read all about Bali here](#))

### Highlights of Samuan Tiga Temple Temple

The temple's name, Samuan Tiga, means 'meeting of 3' in the local tongue. This harks back to the historical consensus among previously conflicting Hindu sects at the time. Such conflicts were moderated and successfully resolved by the high royal priest, Mpu Kuturan. The meeting gave birth to the concept that each kingdom should have 3 main temples, each representing the mountain, the village and sea, as well as the 'Tri Murti' Hindu trinity of Brahma, Vishnu and Shiva.

The temple serves as an annual backdrop to one of the oldest Balinese Hindu rituals. Siat Sampian takes place every 10th full moon (known as Purnama Kadasa), or roughly every April. The ceremony is usually held from 6 am through 1 pm. A friendly 'battle' breaks out as hundreds of temple pilgrims 'attack' each other by throwing young-coconut leaf arrangements called sampian in a frenzy. On any other day, you can simply admire the ancient beauty of the temple. The gardens of Samuan Tiga Temple Temple are well-maintained. Sacred banyan and large old trees grow around the site. The temple also offers stunning views. It's

flanked by 2 rivers, the Pande and Tegending on the east side, and the remains of an ancient pool to its west.

### **[Introducing Special Event or Offers]**

My dearest tourist, Datu Tours and Travels offers a variety of packages that you can choose. We have one package of full-day tour so our team will accompany you to travel around Samuan Tiga Temple and Gianyar city. The package will include 3-6 tourist objects, and in the end of the full-day tour, we also offer a dinner at a specific restaurant. Also, another package that we offer is a package to enjoy Balinese attractions at night. It performs Balinese dance and traditional music. For further information about the packages, please contact the hotel receptionist in the morning so that they may explain it to you. Our team will also stand by at the lobby tomorrow at 9 am so you may ask them several questions about the offers. We recommend that you do not purchase packages from street vendors as they are not always 100 percent reliable. They also may charge you more than what they say. Please take my advice and allow Datu Tours and Travels to book all of your day trips and activities while you are here.

### **[Offering Advice]**

If you need exchange your dollars into rupiah, please use a bank or money exchange. We do not recommend exchanging your money around the location because you won't get a fair rate. Some restaurant will accept Indonesia money, but you are better off to exchange your money and pay with rupiah. Or, if you prefer, you can always use your

credit card. Also, if you want to get around the city, or tour travel to Gianyar city, we recommended that you take the motorcycle rather than taxi. When you arrived at Samuan Tiga Temple, you can order a taxi or motorcycle via online or internet. Order via online, you can cost by credit card, and the driver give you change if you do not have the exact amount. If you do decide to take a taxi make sure that you negotiate the price before you go.

**[Closing Remarks]**

Well, we are going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the snack. I ask that you remain in your seats until we have come to a complete stop. Please double check to make sure all stuff that you bring has been taken off the bus. Please do not worry because when we arrive at the hotel, there will be our staff waiting to help you to take your luggage. On behalf of Datu Tours and Travels, have a wonderful day in Bali.

**Do the following task related to the tour guide commentary above**

1. Using your own words. describe how the tour guide welcome the tourist!
2. Using your own words, describe how the tour guide explain the location!
3. Using your own words, describe how the tour guide introduce the special events!
4. Using your own words, describe how the tour guide offer an advice to the tourist!

5. Using your own words, explain the closing remarks of the tour guide commentary above!

## **UNIT 13**

### **Several Issues in Tour Guiding**

#### **Pre-Activity**

6. Study this section carefully
7. Make sure you understand all the new words, terminology and phrases in the text
8. Do all the exercises below this section correctly

#### **Problems in tour guiding**

There are several problems that most often occurs in tour guiding is a communication problem. Communication problems are problems where someone misunderstands what is being discussed so unwanted things happen. The factors that are detrimental to communication activities include:

- 1) motivational factor. The motivation of a person or group can influence opinion. A person's interests will encourage that person to act and behave according to his needs. Communication that is not in accordance with this motivation will have difficulties.
- 2) Prejudice factor / prejudice. If someone is already prejudiced against something then his assessment is no longer objective and is not based on a ratio. They judge based on emotion or sentiment alone, their views are only directed at the negative aspects.
- 3) semantic factor. Words often have different meanings or different spellings, but sound almost the same. This can lead to misunderstandings and is very disturbing.

- 4) sound factor. This disturbance can be caused by intentional or unintentional sound. Can be from the environment itself or from outside. And to overcome various kinds of communication problems that arise, the guide should be able to handle them properly. Some of the ways are as follows: 1. Speak slowly with clear intonation, this can overcome existing semantic factors so that misunderstandings do not occur between guides and tourists. 2. Stop talking if there is interference, this solves the existing sound problem. It is better if the guide stops talking if there is a disturbance, whether intentional or not and can continue it again if the sound disturbance has disappeared. 3. Doing a humane approach, this can overcome the problem of prejudice and motivation factors. The point is to try to make the person who is prejudiced clearly understand the problem. Guides must implement that everyone wants to be considered important, for example by characterizing that person. 4. Chivalrous attitude, the meaning here is to dare to openly admit one's mistakes and take responsibility for it. Willing to admit mistakes is an absolute must have for a tour guide.

Another problem that disrupts the smooth running of tourist trips is the difficulties that arise because of the trip itself. The questions that generally arise are:

- 1) Non-existent bookkeeping.

This could be due to negligence of personnel who forgot not to forward the confirmation message from

the trip. If this happens to tourists served by the guide, he must immediately solve the problem. All documents that arrange the trip must be requested from tourists. Not infrequently the travel agency of the country of origin makes bookkeeping errors that have not been fully confirmed. Confirmed means that the ticket has definite bookkeeping in accordance with the list of passes (passengers) obtained from the head office. Experiencing this, the guide must take several alternatives that are acceptable to all parties. For example, relieving the emotions of tourists by means of; it's better to be a standby passenger (waiting at the airport) if there is a vacant seat. Convincing tourists that this situation will not change, even if they have to be angry. The reason is that the flight attendant will not dare, because of the law, to change the seat position, let alone cross out the name of a confirmed passenger. The consequence of cancelling the departure of a passenger who has been confirmed with an international ticket is that the airline must guarantee the accommodation and food for the passenger who has cancelled the departure. If tourists fail to get a seat, try another flight or other vehicle that allows and can be accepted by tourists.

2) There is no bookkeeping at the hotel.

This is because the travel agency in the country of origin has not received confirmation from the hotel, but forces the tourists to depart. It can also be caused by the fault of the hotel. So consequently, hotels

must find accommodation with the same standard. Meanwhile, if the bookkeeping really doesn't exist, the guide with the help of a travel agency will find another hotel. Likewise, if there is a complaint (criticism) against hotel services, the guide must try to provide arguments to make tourists understand it. Unless the situation is outrageous in a material sense, the guide must help resolve it with the hotel management.

3) Unsatisfactory condition of tourist vehicles.

Often tourists criticize the condition of the vehicle not as promised. Especially regarding the facilities. For example, they were promised an AC bus, but it wasn't. The condition of the bus or car is dirty. Guides should try to overcome the problem by making improvements if this is possible. But if it fails and there are no other alternatives, the only way is to reduce emotions with a funny story or argue that what you want to see is a tourist attraction, not how to get there. It is disheartening, to have travelled so far, not to have done what was planned.

**Do the following exercises!**

1. Using your own words, make a summary of the current issues in tour guiding
2. Prepare 30 minutes presentation about current issues in tour guiding

## GLOSARIUM

### Nouns

<b>word</b>	<b>meaning</b>
<b>activities</b>	things to do
<b>architecture</b>	design of a building
<b>art gallery</b>	place to look at professional paintings and drawings
<b>attractions</b>	places for tourists to see
<b>bearings</b>	feeling for understanding one's location/ surroundings in an unknown area
<b>business district</b>	area in a city that has many offices
<b>castle</b>	a building for royalty
<b>church</b>	a place to worship God
<b>conveniences</b>	things that make life easier
<b>custom</b>	something people of a region do often

<b>en route</b>	on the way
<b>entertainment district</b>	a place where there are theatres and concert halls
<b>exception</b>	something/ someone that does not follow the usual rules or expectations
<b>exhibition</b>	objects (i.e. art) displayed for a short time for the public to view
<b>grocery store/ supermarket</b>	place to buy food to take home
<b>highlight</b>	the best part
<b>legend</b>	a person or story known for a long time
<b>lobby</b>	front entrance
<b>locals</b>	people who live in an area
<b>location</b>	place where something can be found
<b>map</b>	shows roads and directions to places
<b>market</b>	place to buy fresh food and homemade items

<b>monument</b>	a statue/ structure that honours an event or person
<b>museum</b>	a place where historical items are displayed
<b>necessities</b>	things that people need for everyday living
<b>original state</b>	the way something appeared from the beginning
<b>photograph</b>	picture taken with a camera
<b>postcard</b>	a card with a picture on one side (usually an object or place that tourists see) that can be mailed without an envelope
<b>questions or concerns</b>	things that tourists may want to say or ask
<b>request</b>	something that has been asked for politely
<b>restaurant district</b>	part of a town/ city with many places to eat
<b>ritual</b>	tradition, custom, action (religious or

	cultural) that people do often
<b>scenery</b>	natural beauty to look at
<b>settlers</b>	people who first made a home in an area
<b>shopping district</b>	area of town where there are many stores
<b>site</b>	place, location
<b>stairway/ stairwell</b>	steps going up or down
<b>street people</b>	people who live on the street, often begging for money
<b>surroundings</b>	things that you see around you
<b>voice</b>	the sound you make when speaking
<b>voucher</b>	a piece of paper that shows you have paid
<b>waterfront</b>	piece of land next to an ocean, lake, or river
<b>window</b>	glass that you look out

## Verbs

**word**

**meaning**

**arrive**

reach a destination

**close**

to finish

**continue on**

keep going

**depart**

leave

**enjoy**

have a good experience

**expect**

think that something will be/  
happen a certain way

**permit**

allow

**proceed**

go forward

**raise (a hand)**

lift

**recommend**

suggest

**refer**

suggest

**relax**

sit back and enjoy time in peace

**show *someone* around** take people to see an area

**sit back** relax in a seated position

**speak up** talk louder

### **Adjectives**

**word**                      **meaning**

**ancient**                      very old

**beautiful/  
gorgeous**                      very nice looking

**breathtaking**                      when a view is very impressive

**customary**                      traditional

**dangerous**                      not safe

**devastating**                      very sad, unfortunate

**elegant**                      attractive, yet simple

**enormous**                      very large

**exciting**                      makes one feel very happy/ energetic

<b>extensive</b>	covers a lot
<b>fascinating</b>	very interesting to learn about/ see
<b>haunted</b>	believed to have ghosts living there
<b>heritage</b>	of historical importance
<b>international</b>	around the world
<b>lovely</b>	very nice (appearance or personality)
<b>magnificent</b>	amazing
<b>popular</b>	liked by many
<b>prevalent</b>	very noticeable
<b>reconstructed</b>	built again
<b>restored</b>	returned to its original state
<b>safe</b>	not dangerous
<b>scenic</b>	nice to look at (nature)
<b>superb</b>	very good (i.e. service, food, entertainment)

**thrilling**

exciting

**unbelievable**

too amazing/ strange to seem true

**visible**

able to be seen

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### Acknowledgment

The author would like to express his sincere gratitude to the seventh semester students of English Language Education Study of Faculty of Teachers Training and Education, Universitas Mahasaraswati Denpasar who have contributed their tour guide commentary as the exercises in this book. Some of them are listed below: Festa Rahmadonna, Gusti Ayu Putu Rica Erlita, I Gede Ludira Putra, I Gede Sudarma, I Kadek Agus Diatmika, I Putu Nova Sudana Putra, I Wayan Adi Asdita, Ida Bagus Erlangga Nugraha L, Kadek Ayu Putri Astari, Ketut Era Andani, Ni Kadek Lusi Arisandi, Ni Kadek Rani Widianari, Ni Kadek Sri Surya Pratiwi, Ni Komang Ayu Antini, Ni Komang Destri Widyani, Ni Komang Rika Sulastri, Ni Komang Widiastiti, Ni Luh Adik Kristina Oktavianti, Ni Luh Wita Oktariani, Ni Made Ari Pradnya Ningsih, Ni Made Kasih Wulandari, Ni Made Melina Okta Wulandari GP, Ni Nyoman Kartika Putri, Ni Putu Laraswati Resja Putri, Ni Putu Yunita Pratiwi, Ni Wayan Rima Haryati, Nyoman Yudiana, Luh Dwi Arie Mahesti, Anjela Septiani Poro, Made Suryantari. Furthermore, my appreciation and acknowledgment goes to those blog, websites and book writers whose materials used in this book.



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# ENGLISH FOR PROFESSIONAL TOUR GUIDE

As tourism develops in Indonesia so that it is famous in the eyes of the world, many foreign tourist will automatically come to visit. By being fluent in English, it will be easier for us to communicate with tourist to it will make us feel closer to tourists. The ability to speak English will have a big impact on the tourism industry and make Indonesia a country known for its quality human resources and worthy of competing internationally. Mastering English will open up opportunities to communicate with people around you. The more tourists who come to Indonesia, we can help the country's economic situation and the country's income will be stable and we will evolve into a developed country from a developing country. The public's fluency in English, it will make it easier for the tourism industry, and everything will be conveyed clearly so that there is no confusion between tour guides and tourists so that tourists will feel safe and comfortable.



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ISBN 978-623-492-297-4



9 786234 922974