

Helping International Visitors in Beijing

Through bilingual information cards for hospital visits, volunteer communication, and dining.

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3

practical cards

small tools for real needs

More visitors mean more service needs

The project focuses on practical moments where language and process barriers become visible.

5.48M

**inbound visitors in
2025**

Source cited in the original deck: Beijing
Municipal Bureau of Culture and Tourism.

+39%

year-on-year growth

Key question

How can volunteers help
foreign visitors navigate
Beijing more confidently in
everyday situations?

- Visitors need clear, low-friction information at the exact moment of difficulty.
- Volunteers need simple English tools that can be used quickly.
- The best solution should be portable, bilingual, and easy to test.



Research identified three service moments

Interviews and observations helped identify where visitors and volunteers get stuck.

Local volunteers

Frontline helpers who understand common questions and communication gaps.

International students

Longer-term residents who have repeated experience with Beijing services.

Foreign visitors

Short-term users who face pressure in unfamiliar scenarios.

Three recurring pain points

- Hospital visits: procedures, departments, payment, and medicine collection.
- Volunteer communication: simple questions can become difficult without ready phrases.
- Dining: menus, allergies, spice levels, and etiquette are hard to explain.



Problem 1: Hospital visits can feel stressful

Medical service is high-stakes, so confusion creates anxiety quickly.

What makes it difficult?

- Visitors do not know how to register or choose the right department.
- Payment, medical card, consultation, tests, and medicine collection are unfamiliar.
- Translation apps are not always practical in urgent or emotional situations.

Visitor insight

Even simple tasks can feel overwhelming when the process, vocabulary, and physical environment are

Solution 1: Hospital guide card

The card gives visitors a clear sequence before they ask for help.

What the card includes

- Step-by-step hospital process from appointment to follow-up.
- Passport, language, arrival, payment, rules, and help reminders.
- Chinese and English wording to reduce uncertainty for visitors and volunteers.

Impact: less confusion and faster communication.



Hospital Visit Instruction

老外来北京就医指南

Steps 就医步骤

- **1 Make an Appointment 预约挂号**
Online (Hospital App/Website) or On-site registration
可通过医院官网/APP或现场挂号。
- **2 Register & Get Medical Card 办卡/登记**
Bring passport to register and get a medical card.
携带护照办理就诊卡。
- **3 See the Doctor 就诊**
Go to the department and wait for your turn.
到相应科室候诊，医生问诊。
- **4 Check-up / Test 检查/化验**
Follow the doctor's order for tests or examinations.
根据医嘱进行检查或化验。
- **5 Payment & Get Medicine 缴费/取药**
Pay at the cashier (WeChat/Alipay/ Card/Cash). Get medicine at pharmacy.
缴费后到药房取药。
- **6 Follow-up 复诊**
Keep your records and follow the doctor's advice.
保存好病历，按医嘱复诊。

Notes & Tips 注意事项

**Bring Your Passport 务必携带护照**
Passport is required for registration and payment.
就诊、办卡、缴费均需出示护照。

**Language 语言沟通**
Doctors speak basic English. You may use a translation app or bring someone to help.
部分医生会英语，建议使用翻译软件或携带翻译协助。

**Arrive Early 提前到达**
Hospitals can be busy. Arrive 20-30 minutes early.
医院人多，建议提前20-30分钟到达。

**Payment 支付方式**
WeChat Pay, Alipay, credit card (Visa/Master), or cash (RMB).
支持微信、支付宝、银行卡 (Visa/Master) 或现金 (人民币)。

**Hospital Rules 医院规定**
No smoking. Keep quiet. Follow hospital rules.
请勿吸烟，保持安静，遵守医院规定。

**Need Help? 需要帮助?**
Ask staff at the service desk.
如有问题，请咨询导诊台工作人员。

**We wish you a speedy recovery!**
祝您早日康复!

Problem 2: Volunteers need ready English

The challenge is not willingness; it is having ready language in the moment.

Volunteer limitations

Some volunteers know the answer but are unsure how to say it clearly in English.

Simple questions

Directions, subway routes, prices, and nearby services need quick and accurate responses.

Practical need

A phrase guide is more useful in service settings than a long formal English course.

The goal is to make first contact friendly, calm, and understandable.

Solution 2: Volunteer phrase guide

It supports both what volunteers can say and what visitors may ask.

Design logic

- Common helping phrases for directions, translation, tickets, and basic support.
- Likely visitor questions with short response patterns.
- Service reminders: smile, listen, be honest, respect privacy, and know emergency numbers.



北京国际志愿者话术指南

Beijing International Volunteer Phrase Guide

友善 · 帮助 · 沟通 Friendly · Helpful · Communicative

一、你可以这样说 (为他人提供帮助时)

Phrases You Can Use (When Helping Others)

- 你好! 我是志愿者, 有什么可以帮您的吗?
Hello! I'm a volunteer. How can I help you?
- 请问您需要什么帮助?
May I ask what kind of help you need?
- 我可以帮您指路。
I can help you find your way.
- 公交车站 / 地铁站在这边。
The bus stop / subway station is this way.
- 您可以从这里直走, 然后右转。
You can go straight from here, then turn right.
- 我可以帮您买票 / 查信息。
I can help you buy a ticket / check the information.
- 我可以帮您翻译。
I can help you translate.
- 请稍等, 我帮您问一下。
Please wait a moment, I'll check for you.
- 希望这对您有帮助!
I hope this is helpful!
- 祝您在北京玩得开心!
Have a great time in Beijing!

二、别人可能会问你 (常见问题)

Questions You May Be Asked

请问洗手间在哪里? Where is the restroom?	在那边 / 直走右转。 It's over there / Go straight and turn right.
去天安门怎么走? How do I get to Tiananmen Square?	您可以乘坐地铁1号线。 You can take Subway Line 1.
这趟车去...吗? Does this bus/subway go to ...?	是的 / 不是, 您需要换乘。 Yes, it does. / No, you need to transfer.
票价是多少? How much is the ticket?	票价是...元。 The ticket price is ... yuan.
你会说英语吗? Do you speak English?	是的, 一点点。 Yes, a little.
你能帮我拍张照吗? Can you take a photo for me?	当然可以! Of course!
附近有餐厅吗? Is there a restaurant nearby?	是的, 附近有... Yes, there is ... nearby.
谢谢你! Thank you!	不客气! You're welcome!
你真棒! You're awesome!	谢谢! Thank you!

三、志愿者注意事项

Tips & Reminders

- 保持微笑, 友善待人。
Keep smiling and be friendly.
- 使用礼貌用语: 请、谢谢、对不起、没关系。
Use polite words: Please, Thank you, Sorry, It's OK.
- 耐心倾听, 确认对方需求。
Listen carefully and make sure you understand their needs.
- 如果不知道答案, 诚实告知并帮忙寻找信息。
If you don't know the answer, be honest and help them find the information.
- 尊重文化差异, 避免敏感话题 (如政治、宗教)。
Respect cultural differences and avoid sensitive topics (politics, religion).
- 保护个人隐私, 不随意询问他人信息。
Respect privacy. Do not ask personal information.
- 如遇紧急情况, 请联系工作人员或拨打: 110 (报警) 120 (急救) 119 (火警)
In case of emergency, please contact staff or call: 110 (Police) 120 (Ambulance) 119 (Fire)

实用翻译工具 Useful Translation Tools

Google 翻译 (Google Translate) translate.google.com 有道翻译 (Youdao Translate) fanyi.youdao.com 微软翻译 (Microsoft Translator) translator.microsoft.com

扫描下方二维码下载离线翻译App
Scan to download offline translation apps

记住 / Remember

- ★ 你代表的是中国的友好形象, 感谢你的付出!
You represent the friendliness of China. Thank you for your kindness!
- ★ 一点帮助, 可以让别人的旅程更美好!
A little help can make someone's trip in Beijing even better!

Problem 3: Dining needs clear language

Dining should be enjoyable, but uncertainty can make it stressful.

Unfamiliar menus

Dish names, ingredients, cooking methods, and spice levels are not always clear.

Dietary restrictions

Allergies, vegetarian needs, halal food, or “no spicy” requests require precise language.

Cultural details

Payment, table manners, photos, and etiquette may feel uncertain to visitors.

A dining guide should make ordering safer, clearer, and more culturally comfortable.

Solution 3: Restaurant ordering guide

The guide combines vocabulary, phrases, spice levels, and etiquette tips.

What visitors can use

- Ordering process: menu, dish choice, spice level, bill, and invoice.
- Useful terms: menu categories, staple food, side dishes, drinks, allergies.
- Etiquette tips: polite language, moderate voice, photos, food waste, and dietary needs.

点餐注意须知 & 术语

Restaurant Ordering Guide & Key Phrases

· 中英对照 | 中文有拼音 · Chinese · Pinyin · English

常用点餐流程 Ordering Process

- 你好! Nǐ hǎo! Hello!
- 请给我菜单。Qǐng gěi wǒ càidān. May I have the menu, please?
- 我想点…… Wǒ xiǎng diǎn…… I'd like to order...
- 请问这个菜辣吗? Qǐngwèn zhège cài là ma? Is this dish spicy?
- 不要辣/微辣/很辣。Bú yào là / wēi là / hěn là. No spice / Mild / Very spicy.
- 请给我…… Qǐng gěi wǒ…… Please give me...
- 够了, 谢谢。Gòu le, xièxie. That's enough, thank you.
- 请买单。Qǐng mǎidān. Check, please.

常用术语 Useful Terms

菜单	càidān	menu
招牌菜	zhāopái cài	signature dish
素食 / 荤食	sùshí / hūnshí	vegetarian / non-vegetarian
主食	zhǔshí	staple food / main dish
配菜	pèicài	side dish
汤	tāng	soup
小吃 / 开胃菜	xiǎochī / kāiwèicài	appetizer
米饭	mǐfàn	rice
面条	miàntiáo	noodles
饮料	yǐnlào	drinks
甜点	tiándiǎn	dessert
辣	là	spicy
不辣	bú là	not spicy
推荐	tuījiàn	recommend
份 / 份量	fēn / fēnliang	portion / serving
打包	dǎbāo	to-go / take away
买单	mǎidān	check / bill

实用句子 Useful Sentences

- 请问有什么推荐的吗? Qǐngwèn yǒu shénme tuījiàn de ma? Do you have any recommendations?
- 这个里有什么? Zhège lǐ yǒu shénme? What's in this?
- 可以不要香菜 / 葱 / 蒜吗? Kéyǐ bú yào xiāngcài / cōng / suàn ma? Can I have no cilantro / green onion / garlic?
- 可以少放盐 / 糖 / 油吗? Kéyǐ shǎo fàng yán / táng / yóu ma? Can you put less salt / sugar / oil?
- 我对……过敏。Wǒ duì……guòmǐn. I'm allergic to...
- 这个多少钱? Zhège duōshao qián? How much is this?
- 可以分开结账吗? Kéyǐ fēnkāi jiézhàng ma? Can we pay separately?
- 可以开发票吗? Kéyǐ kāi fāpiào ma? Could I have an invoice, please?

辣度参考 / Spice Level

不辣 Bú là	微辣 Wēi là	中辣 Zhōng là	很辣 Hěn là	特辣 Tè là
Not spicy	Mild	Medium	Spicy	Very spicy

点餐注意须知

Dining Etiquette & Tips

- 保持礼貌, 使用“请、谢谢、对不起”。
Bǎochí lǐmào, shíyòng “qǐng, xièxie, duìbuqǐ”.
Be polite. Use “please”, “thank you”, and “sorry”.
- 说话音量适中, 不要大声喧哗。
Shuōhuà yīnliàng shìzhōng, bùyào dàshēng xuānhuà.
Keep your voice at a moderate level. Avoid loud talking.
- 点餐前先看菜单, 点餐时请耐心等待。
Diǎncān qián xiān kàn càidān, diǎncān shí qīng nàixīn děngdài.
Read the menu first and be patient while ordering.
- 尝试当地美食, 尊重餐厅推荐。
Chángshì dāngdì měishí, zūnzhòng cāntīng tuījiàn.
Try local dishes and respect the restaurant's recommendations.
- 用餐时注意餐桌礼仪, 不要将筷子直插在饭里。
Yòngcān shí zhùyì cānzhuō lǐyǐ, bùyào jiāng kuàizi zhíchā zài fàn lǐ.
Mind table manners. Do not stick chopsticks upright in rice.
- 拍照前可先征得同意, 尊重他人隐私。
Pāizhào qián kě xiān zhēngdé tóngyi, zūnzhòng tārén yīnsī.
Ask for permission before taking photos and respect others' privacy.
- 珍惜食物, 不要浪费。
Zhēnxī shíwù, bùyào làngfèi.
Cherish food and avoid waste.
- 买单时请有礼貌, 不要直接抢过账单。
Mǎidān shí qīng yǒu lǐmào, bùyào zhíjiē qiǎngguò zhàngdān.
When paying, be courteous. Don't snatch the bill.
- 如有特殊饮食需求, 请提前说明。
Rúyǒu tèshū yǐnshí xūqiú, qǐng tíqián shuōmíng.
If you have any dietary restrictions, please inform us in advance.

感谢您的理解与配合, 祝您用餐愉快!
Gǎnxiè nín de lǐjiě yǔ pèihé, zhù nín yòngcān yúkuài!
Thank you for your understanding and cooperation. Enjoy your meal!

Three tools support real service moments

Each card turns a frequent difficulty into a concrete support tool.



Hospital support



Volunteer phrases



Dining guidance

- For visitors: clearer steps and less anxiety in unfamiliar settings.
- For volunteers: ready language and safer service boundaries.
- For Beijing: a more welcoming international community.

Small cards make Beijing warmer.

3
cards

Thank you for listening.

Jiabei He / 何佳倍

Helping international visitors starts with understanding their everyday needs.

