



复旦大学上海世博会主题馆志愿者手册

[复旦大学上海世博会志愿者宣传组制]

[2010/5]



EXPO 2010 Volunteer

使用须知

1. 手册编写目的：

- 规范化主题馆部志愿者各岗位职能
- 提供主题馆部志愿者上岗必须具备的相关知识，帮助志愿者在上岗前做好准备
- 帮助主题馆部志愿者快速检索针对游客常见提问的标准化回答
- 记录复旦大学主题馆部志愿者服务过程中的点点滴滴，以资纪念

2. 表格说明：

- 问题汇总表标明了每一问题的编号、内容以及标准化回答。

3. 使用流程：

- 接到任命后，向负责人确认自己的岗位（建议问清岗位编号）。
- 通过目录与地图图示找到自己的岗位，参考照片确认自己的工作位置，明确自己的职能范围。
- 在工作过程中如果碰到标准问题之外且不能解答的问题时，利用表 3 检索问题的关键字。

4. 其它类型的使用者可根据之前的说明按需使用。

目录

城市人馆

城市地球馆

城市生命馆

公共设施组

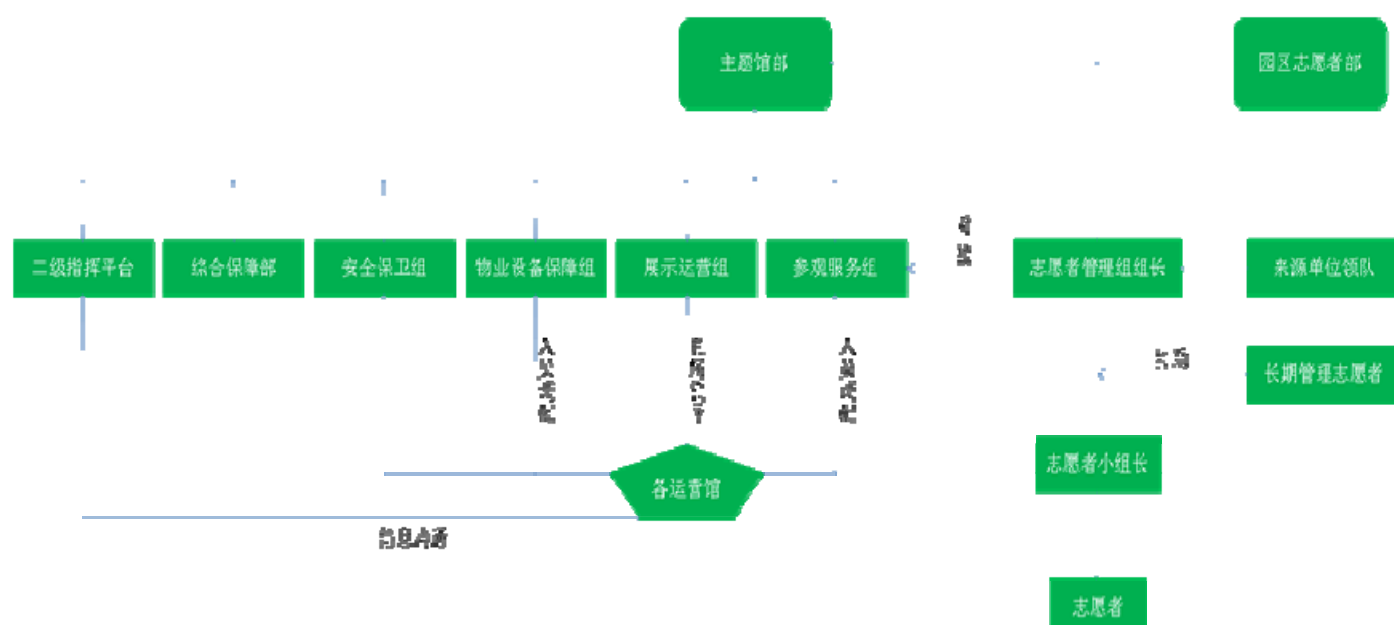
商业设施组

VIP 接待组

问题汇总表

志愿者风采

组织架构



主题馆志愿者岗点分布明细表

工作组	工作位置		岗位归口	分布图 岗点	工作职责	岗位 数	
	区域	点位					
城市人馆	内场等候区	问询台	场馆参观问询	V13	发放资料，提供问询服务	18 （含小组 长3人）	
				V14			
		内场		V15	维护秩序，不要随意破坏触摸屏，给予合理指导		
							V16
							V17
	序厅	入口		V22	维护秩序，不要破坏蜡像，文明参观		
		厅内		V23			
		出口		V24			
	家居馆	井然城市前的钢步道上		V25			
		入口		V26	维护秩序，引导参观，提供问询服务		
		钢步道中央		V27	维护秩序，钢步道巡查，提醒参观者注意安全		
		出口		V28	维护秩序，引导参观		
		通向工作馆的钢步道上		V29	维护秩序，引导参观，提供问询服务		
		V30					
	工作馆	钢步道上		V31	维护秩序，钢步道巡查，提醒参观者注意安全		
		出口		V32	维护秩序，引导参观，提供问询服务		
		步道下口		V33	维护秩序，钢步道巡查，提醒参观者注意安全		
交往馆	入口	V34	维护秩序，引导参观，提供问询服务				
城市生命馆	馆内入口 口处	普通观众入口处	场馆参观问询	V1	秩序维护	18 （含小组 长2人）	
		VIP 入口处		V2	防止参观者触碰显示屏，人流导引		
	序厅	城市生命文字墙		V3	防止参观者触碰墙面字体，人流导引，秩序维护		
		城市生命肌理墙		V4	防止参观者触碰肌理墙，人流导引，秩序维护		
	活动车 站	仿真火车		V5	防止参观者触碰火车，人流导引，秩序维护		
		五流货亭		V6	防止参观者触碰货亭，人流导引，秩序维护		
	循环管 道	水装置		V7	防止参观者触碰展品、灯箱，人流导引，防止普通观众进入VIP 休息区		
		过道中央		V8	人流导引，秩序维护，逃生通道看护，残疾人观众导引		
		过道后部		V9	人流导引，秩序维护，逃生通道看护		
	城市广	入口		V10-V13	入口门的开闭，秩序维护		

	场	内场/出口		V14	内场人流疏导				
				V15	出口门的开闭，秩序维护				
	生活街市	城市图书馆		V16	秩序维护				
		城市咖啡馆		V17					
	出口处	出口敲章处		V18	疏导退场，纪念章加盖				
城市地球馆	馆内入口处	馆内等候区	场馆参观问询	V1	秩序维护，人流引导	18 （含小组长3人）			
		城市蔓延			防止参观者触碰信息球、悬挂地图、三角灯箱，人流疏导				
		世界的孩子			防止参观者触碰灯箱，人流导引，秩序维护碰				
	危机之道	过道		V2	防止参观者触碰钟摆，人流导引，秩序维护				
		水			防止参观者触碰水柱、水井箱，人流导引，秩序维护				
		火		V3	防止参观者触碰烟之柱、排烟管道，人流导引，秩序维护				
		金		V4	防止参观者触碰沙漏，人流导引，秩序维护				
		木		V5	防止参观者触碰楼宇，人流导引，秩序维护				
		土		V6	防止参观者触碰垃圾处理器，人流导引，秩序维护				
	平台	意识转变展台		V7	人流导引，秩序维护				
		蓝色星球		V8	防止参观者触碰三维仿生结构，人流导引，秩序维护				
	机动岗			V9	V1-V8 小组长				
	解决之道	低碳		V10	防止参观者触碰三维仿生结构、生态标识，人流导引，秩序维护				
		城市矿场		V11					
		生命之源		V12					
		绿色城市		V13					
	穹形影院	穹形影院入口		V14	人流导引，秩序维护				
		我们只有一个地球		V15					
	出口处	出口敲章处		V16-V17	疏导退场，纪念章加盖				
	机动岗			V18	V16-V17 小组长				
	参观服务组	VIP 接待组		9 米层中厅 VIP 门口	场馆要客接待		V2	引导 VIP 入厅/VIP 礼仪/询问特殊需求	24 （含小组长3人）
				9 米层中厅 VIP 等候厅			V1	志愿者负责人/志愿者管理（除展馆引导志愿者）/协调各志愿者任务/馆内巡查/解决和协调特殊需求/及时向工作人员上报馆内情况/协调机动人员/及时处置突发状况	

				V3-V4	VIP 观众引导/VIP 服务/问询解答/人流控制	13 (含小组长 1 人)		
				V5-V7	展馆引导志愿者/带领 VIP 团队参观展馆/展馆讲解/直接受工作人员安排			
		9 米层报到台		V8	统计等候厅内 VIP 数据/问询解答/数据上报			
		00 米隔断内 VIP 室外		V13-V14	VIP 休息室服务/引导 VIP 入展馆			
		12 米层观光电梯口		V15	值守观光电梯/疏导普通观众/引导 VIP 进入人馆			
		12 米层人馆 VIP 入口		V16	疏导普通观众/引导 VIP 进入人馆			
	商业设施组	下沉式广场企业活动平台	场馆参观问询	V18	协助区域协调/秩序维护/协助调解纠纷/问询解答			
		00 米层各商铺		V19				
		12 米层各商铺		V22	机动调整/秩序维护/协助调解纠纷/问询解答			
				V24				
	公共设施组	00 米层中庭区域	场馆参观问询	V30-V31	负责“南问讯台”参观者的问询/记录并反馈问题致园区服务中心			
				V27-V28	负责“北问讯台”参观者的问询/记录并反馈问题致园区服务中心			
			残疾人士参观协助	V29	轮椅管理/轮椅借用登记			
			场馆参观问询	V33	负责中庭南门人流秩序维护/流动巡查			
		主题馆外侧区域	场馆入口排队引导	V38	北大门外围区域及东侧区域人流秩序维护、巡查			
				V39	南大门外围区域及东侧区域人流秩序维护、巡查			
	公众参与馆	场馆参观项目问候	世博有我	场馆参观问询	V1		了解项目构成和使用,负责指导观众参与,解答观众提问	
			精彩瞬间		V2			
			海宝历险记		V3		了解项目构成,负责指导观众参与,帮助观众查询	
博知园			V4-V5		了解项目构成和使用,负责指导观众参与,解答观众提问			
构筑美好家园			V6					
绘出心生活			V7					
许愿树			V8					
场馆内部		秀·空间		V9	负责引导观众参与,协助维持秩序,解答观众提问			
		人流引导		V10	负责维持秩序,引导观众参观			
场馆入		前段排队引导	场馆入口排队	V11	负责维持排队观众秩序,及时告知馆内			

	口		引导		参观信息，发放相关宣传资料	
		后端排队导引	场馆入口排队引导	V12		
	场馆出口	观众导引	场馆入口排队引导	V13	负责维持观众服务台排队秩序，引导观众离馆	
合计						91

问题汇总表

编号	问题	标准化回答																																															
01	公交线路 (说明: 公交线路可能会有变动, 请以上岗当天的通知为准)	世博大道越江线 运行时间: 9:00-24:00 行车线路: 从后滩沿世博大道到亚洲区再进隧道过江后原路返回。(来回往返于浦东和浦西, 贯穿 A、B、C、E 区, 共设, 分别为企业馆站(半淞园路苗江路), 穿过西藏南路隧道停靠国展路高科西路(浦西—浦东)(卡塔尔馆), 白莲泾路国展路(浦东—浦西), 亚洲区站(印度馆沙特阿拉伯馆)(南), 世博文化中心站(北), 美食广场站(世博中心、新闻中心 IBC)(南), 世博中心站(北), 欧洲区站(目前状况: 有时停有时不停), 后滩出入口站。)																																															
		世博大道线 运行时间: 9:00-24:00 行车线路: 从后滩沿世博大道经 A 片区绕到白莲泾后返回。(共设 11 个站点, 分别为世博大道站、欧洲区站、国际组织馆区站、美食广场站、亚洲区站、世博文化中心站、世博中心站、宝钢大舞台站、后滩公园站、M3 水门码头站和后滩出入口站。)																																															
		世博国展线 运行时间: 9:00-24:00 行车线路: 仅在世博轴和后滩区间沿国展路往返运行(即之前的世博越江线世博轴段到美洲馆站)																																															
		龙华东路线 运行时间: 9:00-24:00 行车线路: 浦西园区龙华东路上往返运行(花车巡游时间本线停止运行)																																															
		博成路观光线 (收费线路), 运行时间: 9:00-24:00 行车线路: 浦东园区博成路上往返运行(台湾馆至后滩)。(当花车巡游活动和园内客流达到一定密度后, 观光线暂时停止营运)																																															
		高架步道观光线 (收费线路, 单程 10 元, 途中不停) 运行时间: 9:00-24:00 行车线路: 浦东园区高架步道上往返运行(台湾馆旁世博轴至后滩)。(当园内客流达到一定密度后, 观光线暂时停止营运。)																																															
		园内专用轨道 13 号线 (马当路-世博大道 9:00-0:00): 经安检、检票后免费乘坐。马当路站(出入口安检大厅), 卢浦大桥站(近 1 号出入口), 世博大道站(芬兰馆边及卢浦大桥下葡萄牙馆南侧均有入口)。马当路站至世博大道站段(卢浦大桥站往世博大道站方向仅限下车, 往马当路站方向不停靠)。																																															
<table><tr><th>线路</th><th>始发站</th><th>末班车</th><th>终点站</th><th>运营服务车站(除以下车站, 其它站点只出不进)</th><th>发车班次</th></tr><tr><td rowspan="2">4 号线</td><td>南浦大桥(内圈)</td><td>00:10</td><td>上海火车站</td><td rowspan="2">南浦大桥、西藏南路、鲁班路</td><td rowspan="10">约 15 分钟</td></tr><tr><td>鲁班路(外圈)</td><td>00:10</td><td>上海火车站</td></tr><tr><td rowspan="2">6 号线</td><td>高科西路</td><td>00:10</td><td>高青路</td><td rowspan="2">高科西路</td></tr><tr><td>高科西路</td><td>00:10</td><td>巨峰路</td></tr><tr><td rowspan="2">7 号线</td><td>后滩</td><td>00:10</td><td>杨高南路</td><td rowspan="2">后滩、长清路、耀华路、云台路、高科西路</td></tr><tr><td>高科西路</td><td>00:10</td><td>上大路</td></tr><tr><td rowspan="2">8 号线</td><td>耀华路</td><td>00:10</td><td>延吉中路</td><td rowspan="2">西藏南路、耀华路</td></tr><tr><td>西藏南路</td><td>00:10</td><td>杨思</td></tr><tr><td rowspan="2">9 号线</td><td>马当路</td><td>00:10</td><td>中春路</td><td rowspan="2">马当路</td></tr><tr><td>马当路</td><td>00:10</td><td>杨高中路</td></tr></table>			线路	始发站	末班车	终点站	运营服务车站(除以下车站, 其它站点只出不进)	发车班次	4 号线	南浦大桥(内圈)	00:10	上海火车站	南浦大桥、西藏南路、鲁班路	约 15 分钟	鲁班路(外圈)	00:10	上海火车站	6 号线	高科西路	00:10	高青路	高科西路	高科西路	00:10	巨峰路	7 号线	后滩	00:10	杨高南路	后滩、长清路、耀华路、云台路、高科西路	高科西路	00:10	上大路	8 号线	耀华路	00:10	延吉中路	西藏南路、耀华路	西藏南路	00:10	杨思	9 号线	马当路	00:10	中春路	马当路	马当路	00:10	杨高中路
线路	始发站	末班车	终点站	运营服务车站(除以下车站, 其它站点只出不进)	发车班次																																												
4 号线	南浦大桥(内圈)	00:10	上海火车站	南浦大桥、西藏南路、鲁班路	约 15 分钟																																												
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8 号线	耀华路	00:10	延吉中路	西藏南路、耀华路																																													
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9 号线	马当路	00:10	中春路	马当路																																													
	马当路	00:10	杨高中路																																														

02	××馆在哪里？	参看园区地图、省市馆地图进行回答
03	洗手间？	中庭：两侧都有
		世博轴：多处
		世博轴两侧的餐饮购物中心旁
05	哪些场馆需要预约？	中国馆：5 月于出入口处发放预约券
		台湾馆：台湾馆外发放预约券
		汽车馆：可网上预约
		五个主题馆：预约机预约（目前城市足迹、未来主题馆尚不需预约）
06	餐厅？	主题馆中庭二楼、中华美食街
07	清真餐厅？	A 片区：巴基斯坦餐厅、洪长兴
		DE 片区：洪长兴
08	公用电话、邮局、取款机？	中国馆附近省区市馆的入口通道左侧、主题馆中庭
09	小卖部？	中庭罗森超市
10	饮水点、热水供应处	母婴室（热水）
		问询中心附近
11	寻人广播？	闻讯中心
12	吸烟点？	洗手间周边有标识处（如尼泊尔馆、摩洛哥馆、浦西通用汽车馆）。其他场所禁止吸烟。
13	购买电池？	中庭罗森
14	手机充电？	广场中国移动信息亭
15	婴儿车、轮椅可以进馆吗？租借点在哪里？	可以进馆；问讯处、出入口（还需身份证及押金 200 元，因资源有限，不可异地借还）
16	地图在哪里领？英文地图？	园区出入口处志愿者发放
		有“？”标志的服务点
		英文地图在 C 区比利时馆旁发放
17	世博护照在哪里买？主题馆在哪里盖章？	在特许商店可以买到世博护照；主题馆盖章在各个小馆的出口处
18	创口贴？	主题馆南北服务台
19	哪里可以上无线网络？	园区内部覆盖有移动 CMCC 无线网络

主题馆信息服务 Q&A

Guidebook of the Theme Pavilions Information Service

1. 关于服务台提供的服务

1. Services provided at the information desk

1.1 主题馆是否提供行李寄存服务？

1.1 Luggage Storage

答：主题馆以及整个园区均不提供行李寄存服务。在园区各入口有违禁物品保管服务。
Luggage storage service is not provided in the whole Expo site (including the Theme Pavilions).
There is a deposit service booth of prohibited items at every entrance.

1.2 家长在主题馆走丢了孩子前来报失怎么办？

1.2 Lost children in the Theme Pavilions

答：首先查询在册登记信息，确认是否有走失儿童移交。若有，引导家长到园区服务点认领孩子；若无，可以先为家长登记走失儿童信息，适当安抚，并告知园区走失儿童看护点位置（园区 B06，位于高架步道北侧），引导家长前往园区服务点查询相关信息。（园区参观者服务中心的联系方式：021-20250841）

Check the registered information to make sure whether there are any lost children. If there are, lead the parents to the service center to claim and identify the children; if there is no such information, help the parents register their children's information, console them, inform the service center (Building B06, north of the elevated pedestrians' walk) and lead the parents there to check relevant information. (Tel of the service center: 021-20250841)

1.3 参观者遗失财物，前来报失怎么办？

1.3 Receiving visitors' reports of property lost

答：首先查询在册登记信息，确认是否有失物移交。若有，引导参观者到园区服务点认领物品；若无，可以先为参观者登记简要信息，并告知园区失物招领点位置（园区 B06，位于高架步道北侧），引导参观者前往园区服务点查询相关信息。（园区参观者服务中心的联系方式：021-20250841）

Check the registered information firstly to make sure whether there are any records of lost property. If there are, lead the visitor to the service center to claim their property; if there is no such record; help the visitors register brief information, inform the Lost and Found Center (Building B06, north of the elevated pedestrians' walk) and lead the visitors there to check relevant information. (Tel of the Service Center: 021-20250841)

1.4 遇到参观者上缴失物或移交走失儿童怎么办？

1.4 Turning over the lost property or children

答：简要登记物品或儿童信息，并引导参观者移交园区参观者服务点（园区 B06，位于高架步道北侧）。

Make a brief record about the lost property or children and lead the visitors to the service center. (Building B06, north of the elevated pedestrians' walk)

1.5 主题馆是否有母婴室服务？

1.5 Maternal & child service

答：主题馆不设母婴室服务，有需要的参观者工作人员可以将其引至 B06 参观者服务中心。
There is no maternal & child service booth in the Theme Pavilions. Staffs can lead the visitors

who need such service to the service center at Building B06.

1.6 参观者需要借用轮椅或婴儿车怎么办？

1.6 Wheelchair and stroller lending

答：主题馆目前不提供轮椅以及婴儿车借用服务。在浦西的第 2、3、4 号世博专用停车场和浦东的第 12、13、16、17、19 号停车场，以及世博园区各大出入口，只要出示老年人和残障人士相关证明，交付 200 元押金，就可免费租用轮椅入园参观。在世博园区各大出入口，入园后就可看到专门的母婴服务中心，为带着婴幼儿的参观者提供整洁卫生的休息、哺乳和尿布更换场所。参观者还可在此免费租借婴儿车，同样只需交付 200 元押金。

At present, the Theme Pavilions doesn't provide the service of wheel chair and stroller lending. Visitors can go to Entrance No. 7 to borrow them. By showing the Senior Citizen Card or the Certificate of Disability, the visitors can rent the wheelchairs for free with the deposit of 200 RMB at Expo Parking Lot No. 2, No. 3 and No. 4 in Puxi Area, Expo Parking Lot No. 12, No. 13, No. 16, No. 17 and No. 19 in Pudong Area, and all the major entrances to the expo site. Visitors can rent the strollers with the deposit of 200 RMB at the maternal & child service booths near all the major entrances to the expo side. There are rooms provided for the visitors with babies to rest, feed the baby and change the diapers at every maternal & child service booth.

1.7 展馆内是否有导览图发放？

1.7 Are the official maps of the Expo distributed in the Theme Pavilions?

答：导览图由园区限量发行，在入园口及园区参观者服务点有发放点，展馆内不设发放。离主题馆最近的两个发放点为 B06 参观者服务中心以及柬埔寨馆附近 B02 问询处，中英文版均有发行。

The official maps are published in a limited amount. The visitors can get them at the entrance of the Expo site or the service center. No official maps are provided in the Theme Pavilions. The two nearest places to get these maps are the service center at Building B06 and the B02 Information near the Cambodia Pavilion. (Both Chinese and English Editions are available.)

1.8 主题馆是否提供展馆简介或相关资料？

1.8 Can the visitors get the Introduction books or relevant materials about the Theme Pavilions?

答：主题馆介绍资料限量发放，服务台已发完，展馆内可能还有。

The introduction books of the Theme Pavilions are published in a limited amount. If the visitors can't get them in the information desk, they can ask for them in each pavilion during their visit.

1.9 参观者询问有没有免费饮水点？是否有热水？

1.9 About free water and hot water supply

答：主题馆没有免费饮水点，参观者可以前往 00 层中庭可口可乐或罗森便利店购买饮料。园区免费饮水点位于 B06（主题馆北侧穿过高架步道），目前园区暂时没有热水供应。

There is no free water facility in the Theme Pavilions. Visitors can buy drinks in the Coca Cola or Lawson Station in the atrium. They can also use the free water facility at Building B06 (north of

the Theme Pavilions, across the elevated pedestrians' walk). At present, there is no hot water supply in the whole site.

2、关于公共设施

2. About public facilities

2.1 主题馆洗手间在哪里？

2.1 Restrooms in the Theme Pavilions

答：00 层中庭东西两侧各有 2 个洗手间，均靠近展馆卷帘门。展馆内展示区域没有洗手间。
With 2 restrooms at each side, there are totally 4 restrooms near the rolling steel doors of the Pavilion. No restrooms are in the exhibition area of the Pavilions.

2.2 主题馆是否有购物、就餐或者休息的地方？

2.2 Places for shopping, dining and rest in the Theme Pavilions

答：00 层中庭设有商业设施 5 家为参观者提供服务，由北向南依次为：主题馆特许商品（东浩工艺品）；索菲密斯软冰淇淋；罗森便利；中国邮政；可口可乐。00 层中庭商业设施原则上均不提供堂食。

Visitors will find 5 brands in the atrium, namely from north to south, a licensed products store (Shanghai East Best Arts & Crafts Co. LTD), Sofie Mix Soft Cream, Lawson Station, China Post and Coca Cola. At present, we only provide take-away food on the first floor.

12 米层中庭设有商业设施 4 家：伊诺咖啡；伊利；可口可乐；特许商品以及绍兴饭店。普通观众在 12 米层的可进入商业设施仅为绍兴饭店。

On the floor which is 12 meters above the first floor, there are 5 brands: YNC Coffee, Yili Dairy Store, Coca Cola, a licensed products store and Shaoxing Restaurant. However, regular visitors can only get into Shaoxing Restaurant on this floor.

2.3 主题馆的民防通道在哪里？

2.3 Where is the safety passageway of the Theme Pavilions?

答：主题馆北门高架步道下面。

It is under the elevated walk near the north entrance of the Theme Pavilions.

2.4 为什么排队区域都在外场，这么麻烦？

2.4 Why are the queuing areas all out of the Pavilions?

答：出于为参观者安全考虑的因素，避免造成中庭人流拥堵，因此主题馆将排队区域设置在外场，请参观者理解并配合。

In order to ensure the safety of the visitors and to avoid overcrowded situation in the atrium, all the queuing areas are set out of the Pavilions. Hope for your understanding and cooperation!

2.5 怎么去 12 米层的赞助商接待室？如何到达-9 米层企业活动平台？

2.5 How can the sponsors get to the Reception Rooms on the floor of 12 meters above and the floor of 9 meters below?

答：请您联系邀请您过来的联系人或直接和市场部联系。服务台只负责公共区域的信息咨询服务。

Please contact with the people who has invited you here or the Marketing Section. The Information Desk is only provides information of the public areas.

2.6 坐轮椅的游客如何上 12 米层绍兴饭店？

2.6 How can wheelchair visitors get to the Shaoxing Restaurant on the floor of 12 meters above?

答：坐轮椅的游客如需至绍兴饭店就餐，可以坐东北角直梯至 12 米层。如遇电梯口工作人员不放行，可直接用对讲机联系公共设施组工作人员。（逢单日联系陈海晶 13621723151；逢双日联系管辰成 15900607488）

They can get there by the elevators at the northeast corner of the Pavilion. If the elevators can't be used for any reason, please contact the personnel of the Public Facility Team. (Odd days: Chen Haijing, 13621723151; even days: Guan Chencheng, 15900607488)

3、关于预约

3. Reservation

3.1 如何成为预约观众？

3.1 How can I become a visitor with reservation?

答：从主题馆北门穿过高架步道可以看到预约机或步行至主题馆西侧柬埔寨馆西侧可以看见预约机，插入门票即可进行五个主题馆的预约。一张门票只能预约一个主题馆。预约观众一般 40 分钟为一批，每批 500 人次。目前中国馆在园区入口人工发放预约券，不使用预约机预约。另外，目前主题馆无需预约，排队即可参观。预约观众可通过预约通道进入展馆参观。

Go across the elevated pedestrians' walk from the west gate, or walk to the west of the Theme Pavilions, west of the Cambodia Pavilion, and you'll see a reservation machine. You can insert your ticket to make reservation for the five Theme Pavilions. A ticket can only reserve one Theme Pavilion. Generally, there are 500 visitors with reservation in each group, and the visiting time for each group is 40 minutes. At present, the reservation tickets of the China Pavilion are distributed at the entrance of the Expo site by volunteers, not by the reservation machine. Besides, currently visitors can line up to enter the Theme Pavilions, and no reservation is needed. Visitors with reservation can enter the pavilion through the reserved passage.

3.2 70 岁老年人是否有绿色通道？

3.2 Do the people over 70 have a green access?

答：70 岁及以上老人凭身份证可以从预约通道进馆参观。

People over 70 years old may enter the pavilion through the reserved passage with their ID cards.

3.3 团体游客是否可以走预约通道？如何预约？

3.3 Is the reserved passage available for group visitors? How can they make a reservation?

答：世博局指定旅行社可通过网上预约系统进行预约，非指定旅行社需要通过票务中心事先预约才能走预约通道。

Travel agencies appointed by the Expo Bureau may make a reservation through the Online Appointment System, while the other travel agencies need to reserve with the Tickets Center in advance so that visitors can enter through the reserved passage.

3.4 到世博文化中心观看演出是否需要另外购票或者预约？

3.4 Do I need an extra ticket or a reservation to watch the performances at the Expo Culture Center?

答：目前到世博文化中心观看演出不需要另行购票，也无需预约。

At present, no ticket or reservation is needed.

3.5 有参观者想以 VIP 身份参观主题馆，前来服务台联系怎么办？

3.5 What if visitors come to the Information Desk to ask for entering the Theme Pavilion as VIPs?

答：首先确认该参观者是否事先与主题馆接待组联系。如有，请他联系接待组的联系人。若事先没有联系过，应当告知对方，如果需要以 VIP 身份参观主题馆，必须首先与世博局礼宾部或者接待部联系，由世博局礼宾部或者接待部下工作联系单，方可接待。如遇有关 VIP 的无法解决的问题，可以直接用对讲机呼叫 VIP 接待组或找北门 VIP 接待组定岗人员帮助。 Confirm whether the visitors have already contacted the reception section of the Theme Pavilions. If so, ask him to communicate with the contact person of the reception section. If not, tell the visitors to contact the Concierge or the reception section of the Expo Bureau. The reception will only be held when receiving informative sheets from either of the two sections. Encountering insurmountable problems related with VIPs, use interphone to contact the VIP reception section or come to the staffs of the reception section at the north gate.

4、关于交通

4. Transportation

4.1 从主题馆怎么去中国馆（或者其他各馆）？从主题馆如何到达 C 片区？园内公交如何设置？是否收费？观光车在哪里坐？

4.1 How can I go to the China Pavilion (or the other pavilions) from the Theme Pavilions? How can I go to Zone C from the Theme Pavilions? How are the buses within the expo site operated? Does it charge or not? Where can I take a tour bus?

答：1) 步行：主题馆位于世博园区 B 区，包括东南亚及大洋洲各国国家馆、国际组织馆，由主题馆向西走即可到达；

1) On foot visiting. Three of the Theme Pavilions are located in Zone B of the expo site, where the national pavilions of Southeast Asian and Oceania countries as well as the International Organizations pavilions are located. Move towards the west side of the Theme Pavilions and you'll reach these pavilions.

A 片区主要包括中国馆在内的亚洲国家馆，位于世博轴东侧，可由主题馆北门出口至高架步道向东走到达；

Pavilions of Asian countries including China Pavilion are located in Zone B, east to the Expo Boulevard. Walk out from the west exit, get to the elevated pedestrians' walk, and move towards the east, then you'll reach these pavilions.

C 片区主要包括美洲、非洲及欧洲各国国家馆，可由主题馆北门出口至高架步道向西走到达。Zone C mainly contains national pavilions of American, African and European countries. Walk out from the west exit, get to the elevated pedestrians' walk, and move towards the west, then you'll reach these pavilions.

2) 乘坐园区公交：D、E 片区包括城市未来馆及城市足迹馆（主题馆）、企业馆及城市最佳实践区，可以乘坐 13 号线或园区公交或轮渡到达。

2) Shuttle buses in the expo site. Zone D and Zone E include the Pavilion of Future and the Pavilion of Footprint (Theme Pavilions), Corporate Pavilions and Urban Best Practice Area. You can reach there by subway line 13, shuttle buses in the expo site or ferry boats.

主题馆南大门口有世博国展线可至欧洲区、美洲区以及后滩；从主题馆北门穿过高架步道向北步行约 10 分钟可达园区公交专线世博中心站，有园区免费公交车向西可达欧洲区及 M3 水门码头，向东可达世博文化中心及日本馆，乘坐世博越江线可达世博浦西园区。

Expo Guozhan line is available at the north gate of the Theme Pavilions if you want to reach Europe Zone, America Zone and Houtan. Walk out from the north gate and go across the elevated pedestrians' walk, then walk for about 10 minutes to the Expo Center bus stop, to the west, the shuttle buses will take you to the Europe zone and M3 Water Gate, to the east they may bring you to the Expo Culture Center and Japan Pavilion. The cross-river line will take you to the Puxi district.

园区内所有公共交通均为免费（包括公交、轮渡以及轨道交通）。

All the public transportation in the expo site charges no fees (including buses, ferry boats, and track traffic).

3) 园区观光车：观光车收费标准为 10 元/人，距离主题馆最近的站点位于世博轴与高架步道的交界处，此条线路在高架步道上行驶，终点站是后滩，中途只下不上。（蓝色电瓶车为工作人员用车，绿色电瓶车为观光专线）

3) Site Tour Bus: 10 Yuan per person. The nearest stop is at the junction of the Expo Boulevard and the elevated pedestrians' walk. These tour buses, the terminal stop of which is Houtan, operate on the elevated pedestrians' walk, and don't pick up passengers on route. (Blue battery vehicles are for staff use, and green ones are tour lines.)

4.2 从主题馆如何出园？

4.2 How can I get out the Expo site from the Theme Pavilions?

答：从主题馆南门出，沿着世博轴一直向南走即可到达世博园 6 号口，从 6 号口出园即可见 7、8 号线耀华路站。

Leave from the south gate of the Theme Pavilions, and go along the Expo Boulevard towards south, then you'll reach the No. 6 Entrance/Exit, outside of which is the Yaohua Road Station for subway line 7 and 8.

4.3 世博园停车场是否收费？收费标准是什么？

4.3 Do parking lots in the Expo site charge? What is the charging standard?

答：世博园区外围临时停车场为世博董家渡路临时停车场（黄浦区），世博龙华东路临时停车场（卢湾区），世博兆丰路临时停车场（徐汇区），世博林浦路、耀龙路、长清路、杨高南路、成山路临时停车场（浦东新区），收费标准均为 20 元/次·天。

On the outskirts of the Expo site are temporary parking lots, namely Expo Dongjiadu Road temporary parking lot(Huangpu district), Expo East Longhua Road temporary parking lot(Luwan district), Expo Zhaofeng Road temporary parking lot(Xuhui district), Expo Lipu Road, Yaolong Road, Changqing Road, South Yanggao Road, Chengshan Road temporary parking lot(Pudong district). In these areas, the charging standard is 20 Yuan each time/day.

同时，世博临时专用换乘停车场共有 3 种收费标准。其中，世博上海国际赛车场换乘停车场为 5 元/次·天，世博虹桥枢纽换乘停车场和松江大学城轨交站、松江谷阳北路、松江公交换乘停车场均为 10 元/次·天，世博汶水路轨交站、大场镇轨交站、航天博物馆轨交站换乘停车场为 20 元/次·天。

Meanwhile, there are 3 charging standards for Expo temporary park-and-ride places. 5 Yuan each time/day for Shanghai International Circuit park-and-ride place, 10 Yuan each time/day for the park-and-ride place at Hongqiao Transportation Hub and the subway station at Songjiang College Town, Songjiang West Guyang Road bus stop. 20 Yuan each time/day for park-and-ride places at the subway station of Wenshui Road, Dachang Town, and Space Museum.

要提醒参观者注意的是，外地牌照的车辆首先要办理入沪车辆停车证。其次，需要开车前来参观的游客需要办理世博管控区车辆出入证以及世博园区停车证。

Visitors need to know that a car with a foreign license must have a vehicle permit to Shanghai. Visitors driving to the expo site need to apply for a vehicle permit to the Expo controlled area and a parking permit in the expo site.

5、关于突发事件

5. Emergency response

5.1 参观者突发不适怎么办？主题馆是否有医务室？

5.1 How should I deal with the visitors with unexpected illness? Is there a clinic in the theme pavilions?

答：如遇参观者有轻度中暑症状或有轻微擦伤，可以将参观者引导至北服务台内休息室由工作人员进行简单处理。主题馆不设医务室，如遇参观者昏迷或突发疾病无法判断，应当立即上报二级指挥平台按应急事件处理。（医疗点位置：B06；联系电话：021-20250843）

If the visitors have slight sunstroke or bruises, lead them to the lounge inside the information desk in the north of Theme Pavilions to receive temporary treatment. Since there are no clinics in the Theme Pavilion, if visitors suffer any sudden diseases or coma, inform the second maneuvering platform of the emergency immediately. (The medical center locates in Building B06. Tel: 021-20250843)

5.2 现场突发火灾或者恐怖事件等重大事件怎么办？

5.2 How should I deal with unexpected fire or terrorist incident?

答：立即报告现场安保组负责人并听从指挥，配合工作。

Report the incident to the head of the on-site security group immediately, follow their arrangements and cooperate with them.

5.3 现场发生参观者纠纷或打架事件怎么办？

5.3 How should I deal with the disputes and fights between the visitors?

答：立即上报现场安保组当班负责人进行调解处理。

Report the situation immediately to the on-duty person of on-site security group to deal with them.

6、关于主题馆周边的服务

6. Services provided in the neighboring areas of Theme Pavilions

6.1 主题馆附近是否有洗手间或者餐饮店？

6.1 Are there any restrooms or restaurants in the neighborhood of Theme Pavilions?

答：主题馆北门高架步道北侧 B06 区有 5 个餐饮点，2 个独立洗手间。

There are 5 dining centers and 2 independent toilets in B06 area, the north of the elevated pedestrians' walk outside the north gate of Theme Pavilions.

6.2 园区内是否有吸烟点？

6.2 Are there any smoking areas inside the Expo site?

答：主题馆及园区内各展馆均严禁吸烟。园内吸烟点设在各园区独立洗手间附近，有点烟设备。

The smoking areas equipped with cigar lighters are near the restrooms in the Expo site. Smoking is prohibited in all the pavilions, including the Theme Pavilions.

6.3 哪里可以购买手机充值卡？或者为手机充电？

6.3 Where can the visitors buy the prepaid cards or the recharge cards for cell phones or have their phone charged?

答：参观者如需要购买手机充值卡，可以在主题馆南广场中国移动信息亭购买充值卡，或者免费为手机充电。园区 B06（主题馆北门穿过高架步道）也有相应服务点。

The visitors can buy the prepaid cards for cell phones or have their phone charged for free in China Mobile info-kiosk in the south square of the theme pavilions as well as B06 Area (near the north gate of the Theme Pavilions across the elevated pedestrians' walk).

6.4 哪里可以买到世博护照？首日封或纪念明信片哪里有售？

6.4 Where can the visitors buy the Expo passport, first-day cover or the commemorative postcard?

答：目前参观者可以在主题馆北广场穿过高架步道到达世博特许商品旗舰店购买世博护照，主题馆的中国邮政服务点提供纪念邮戳加盖服务以及首日封和纪念明信片的销售。

At present, visitors can buy the Expo passport in the Official Licensed Expo Site Flagship Store across the elevated pedestrians' walk near the north square of the Theme Pavilions, first-day cover

and the commemorative postcard in China Post service center in the atrium of the Theme Pavilions. China Post also provides commemorative stamp and postmark.

6.5 哪里可以买到雨伞？茶叶？五号电池？

6.5 Where can the visitors buy umbrellas, tea and batteries?

答：主题馆北广场穿过高架步道到达世博特许商品旗舰店可以购买到雨伞、茶叶以及其他纪念商品。五号电池主题馆中庭罗森有售。

Visitors can buy the umbrellas, tea and other souvenirs in the Official Licensed Expo Site Flagship Store across the elevated pedestrians' walk near the north square of the Theme Pavilions, and batteries in Lawson Station in the atrium of the Theme Pavilions.

7、关于媒体

7. Media

7.1 如遇媒体要求采访或拍摄怎么办？

7.1 What should I do with the media's demand for interview or photography?

答：首先以自己在工作为由婉拒媒体的要求，随后帮忙联系综合组媒体接待人员。（逢单日联系孙瑜 13761649400；逢双日联系黄一勤 13764072315）

Firstly, gently refuse them in very polite words on the grounds of work and then contact the press reception staff of Integrated Working Group. (Odd days: Sun Yu, 13761649400; Even days: Huang Yiqin, 13764072315)

志愿者风采



公共设施组



城市生命馆



公众参与馆



城市人馆



商业设施组



主题馆部全体志愿者