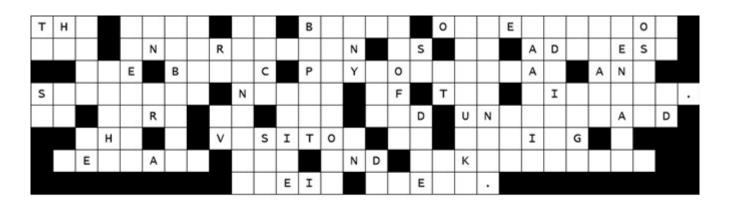
## DEVELOPING A VISITOR ORIENTATION Fallen Phrases



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Α	N	D	Н	Т	I	I	Α	s	W	Α	Т	R	0	s	I	I	Α	c	Н	N	0	Ν	R	E	Т	Α	E	s
В	E	C	U	U	0	L	N	Т	I	н	E	I	A	R	0	E	S	0	G	0	D	٧	N	D	D	G	N	N

## Answer:

The role of basic orientation and information is to address the basic phycological and security needs of the visitor. Be sure to try and understand why a visitor is acting a certain way and acknowledge their needs.