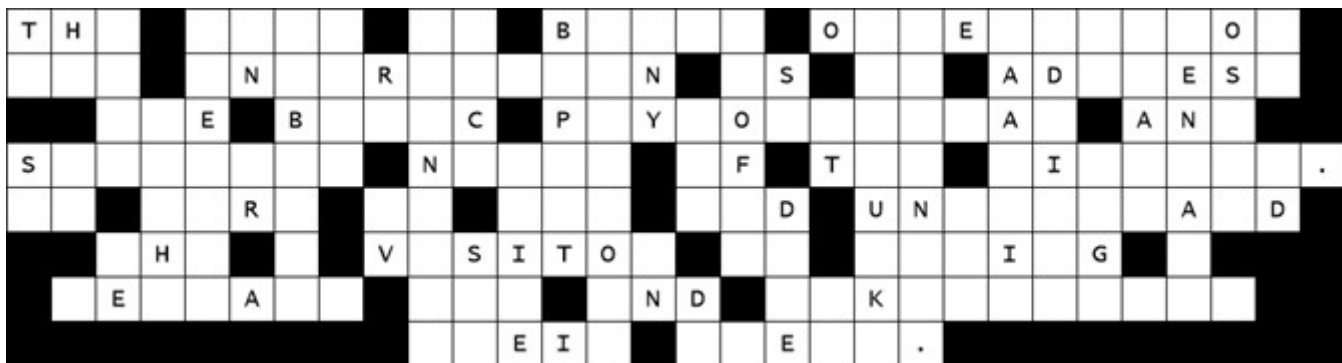


DEVELOPING A VISITOR ORIENTATION Fallen Phrases



O R
 R E I H S I
 W R A Y M E Y A I R I L A T
 E T S I F E T F T S C N A C C W T S R T O
 C E R Y T O O A Y D A N C L D T E T E L S I I D R
 A N D H T I I A S W A T R O S I I A C H N O N R E T A E S
 B E C U U O L N T I H E I A R O E S O G O D V N D D G N N

Answer:

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