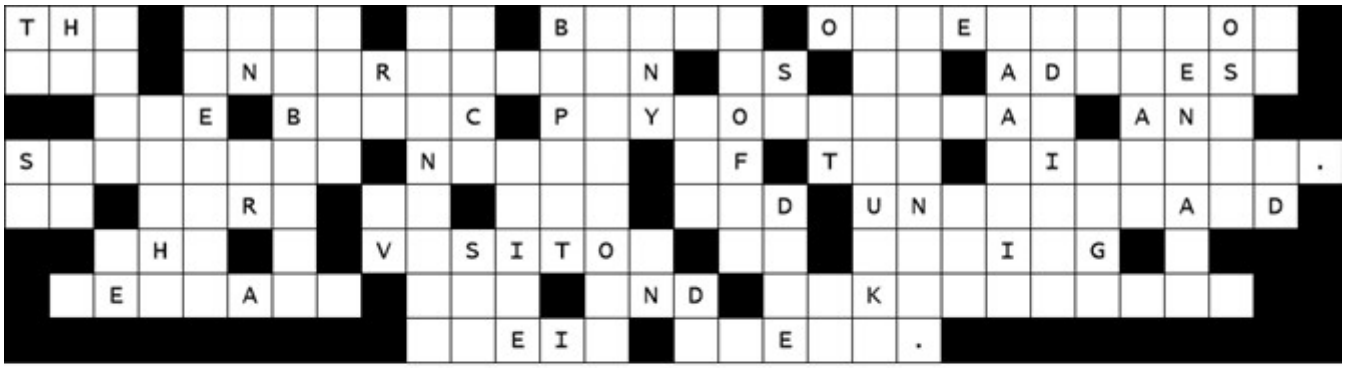
DEVELOPING A VISITOR ORIENTATION Fallen Phrases







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.