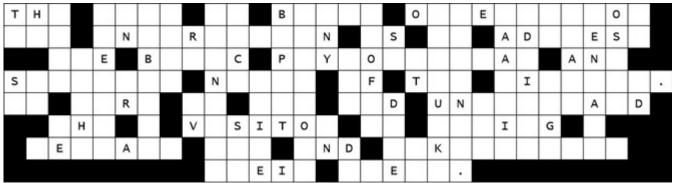
DEVELOPING A VISITOR ORIENTATION Fallen Phrases





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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.