ЗАВДАННЯ НА ОПРАЦЮВАННЯ

1. Ice-breaker speaking activity

Work in pairs.

Student A — airport representative.
Student B — tourist arriving in Ukraine.

Discuss:

- greeting tourists;
- asking about the flight;
- offering help with luggage;
- explaining transfer arrangements.

2. Communication role-play

Situation: A group of tourists arrives late at night at the airport.

One student is:

- tour manager.

Other students are:

- tourists.

Tasks:

- welcome the group;
- organize transport;
- answer questions;
- solve communication problems.

3. Listening and response task

Listen to a dialogue between a tourist and a hotel representative from the book.

After listening:

- identify the problem;
- explain what information tourists need;
- repeat useful phrases from the dialogue.

4. Dialogue completion

Complete the conversation.

Representative: Welcome to Kyiv International Airport.
Tourist: _____
Representative: How was your flight?
Tourist: _____
Representative: Your transfer bus is waiting outside.
Tourist: _____

Practice the dialogue with a partner.

5. Small group discussion

Topic: “What creates a good first impression for tourists?”

Students discuss:

- politeness;
- appearance;
- communication;
- helpfulness;
- organization.

6. Functional language practice

Match situations with professional phrases.

Situation	**Phrase**
greeting tourists	
offering help	
explaining directions	
apologizing for delay	
confirming reservation	

7. Tourist assistance simulation

Situation: A tourist cannot find the meeting point.

Students must:

- ask questions;
- explain directions;
- reassure the tourist;
- give contact information.

8. Pronunciation and speaking drill

Practice professional phrases aloud:

- Welcome to our city.
- May I help you?
- Please follow me.
- Your transfer is ready.
- Have a pleasant stay.

Students repeat:

- individually;
- in pairs;
- in mini-dialogues.

9. Interactive communication task

Create a short airport arrival conversation using:

- greeting;
- introduction;
- transport information;
- hotel information.

Perform the dialogue in class.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task

Record a short video: “Meeting tourists at the airport”.

Include:

- greeting;
- asking about the flight;
- helping tourists;

- transfer information.

Time: 1–2 minutes.

Homework 2. Dialogue writing

Write a dialogue between:

- a tourist;
- a travel representative.

Situation: The tourist arrives at the airport and asks for assistance.

(10–12 реплік)

Homework 3. Voice message task

Prepare an audio message for tourists arriving in your city.

Include:

- welcome;
- meeting point;
- transport information;
- contact number.

Homework 4. Communication reflection

Answer the questions:

1. Why is communication important in tourism?
2. What qualities should tourism staff have?
3. How can employees create a positive first impression?

(80–100 words)

Homework 5. Forum discussion

Topic: “What communication problems can happen during tourist arrivals?”

Students should:

- write 5–7 sentences;
- comment on one classmate’s answer.

Homework 6. Pair task

Prepare a role-play: “Tourist arrival at the hotel”.

Include:

- greeting;
- check-in communication;
- asking questions;
- ending politely.

Present in class next lesson.