ЗАВДАННЯ НА ОПРАЦЮВАННЯ

1. Warm-up speaking activity

Discuss in pairs:

- what information tourists usually ask for;
- why communication is important in tourist information centres;
- how to explain directions clearly.

2. Tourist information centre role-play

Situation: A tourist visits an information centre for help.

Student A — tourist information officer.
Student B — tourist.

Use:

- greeting;
- giving directions;
- recommending attractions;
- explaining transport routes;
- answering questions.

3. Listening and response task

Listen to a conversation at a tourist information centre.

After listening:

- identify tourist requests;
- explain what recommendations were given;
- repeat useful communication phrases.

4. Dialogue completion

Tourist: Excuse me, how can I get to the city centre?
Officer: _____
Tourist: Can you recommend any museums?
Officer: _____
Tourist: Thank you for your help.
Officer: _____

Practice the dialogue with a partner.

5. Group discussion

Topic: “What information is most useful for tourists in a new city?”

Discuss:

- transport;
- attractions;
- restaurants;
- accommodation;
- safety information.

6. Functional language practice

Match situations with professional phrases.

Situation	Phrase
giving directions	
recommending attractions	
explaining transport	
suggesting restaurants	
offering assistance	

7. Map communication task

Students work with a city map.

Tasks:

- explain routes;
- describe locations;
- guide tourists to attractions;
- recommend sightseeing places.

8. Tourist assistance simulation

Situation: A tourist is lost and cannot find the railway station.

Students should:

- ask clarifying questions;
- explain directions clearly;

- reassure the tourist;
- suggest transport options.

9. Mini presentation

Prepare a short oral presentation: “Top tourist attractions in my city”.

Include:

- famous places;
- transport information;
- restaurants;
- entertainment.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task

Record a short video: “Helping a tourist in the city”.

Include:

- greeting;
- giving directions;
- recommending attractions;
- ending politely.

Time: 1–2 minutes.

Homework 2. Dialogue writing

Write a dialogue between:

- a tourist;
- a tourist information officer.

Situation: The tourist asks for directions and sightseeing recommendations. (10–12 реплік)

Homework 3. Tourist communication task

Write polite phrases for:

1. пояснення маршруту
2. рекомендації музею
3. опису транспорту
4. пропозиції допомоги

5. пояснення розташування пам’ятки

Homework 4. Reflection writing

Answer the questions:

1. Why is communication important in tourist information services?
2. How should tourism staff speak with foreign visitors?
3. What communication problems can tourists have?

(80–100 words)

Homework 5. Forum discussion

Topic: “What information do tourists need most when visiting a new city?”

Students should:

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

Homework 6. Pair speaking task

Prepare a role-play: “At the tourist information centre”.

Include:

- greeting;
- asking for information;
- explaining directions;
- recommending attractions.

Present during the next class.