## ЗАВДАННЯ НА ОПРАЦЮВАННЯ

**Warm-up speaking activity**
Discuss in pairs:
what duties a holiday representative has;
why communication is important in tourism;
what problems tourists may have during holidays.

**Holiday representative role-play**
Situation: A tourist asks a holiday representative for help.
Student A — holiday representative.
Student B — tourist.
Use:
greeting;
offering assistance;
giving travel information;
solving problems;
recommending excursions.

**Listening and response task**
Listen to a conversation between a tourist and a holiday representative.
After listening:
identify the tourist's problem;
explain how the representative helps;
**repeat useful communication phrases.**

**Dialogue completion**
Tourist: Excuse me, I have a problem with my hotel room.
Representative: _____
Tourist: The air conditioning does not work.
Representative: _____
Tourist: Thank you for your help.
Representative: _____

Practice the dialogue with a partner.

**Group discussion**
Topic: "What qualities should a good holiday representative have?"
Discuss:
communication skills;
problem-solving;
politeness;
organization;
knowledge of tourism services.

**Tourist support simulation**
Situation: A group of tourists misses the excursion bus.
Students should:
ask questions;
explain the situation;
offer solutions;
communicate politely.

**Communication task**
Students work in small groups.
Task:
prepare a short conversation between:
a tourist;
a holiday representative.
Topic:
organizing holiday activities and excursions.

**Mini presentation**
Prepare a short oral presentation:
“The role of a holiday representative in tourism”.

Include:
tourist assistance;
communication with guests;
excursions;
problem-solving.

## ДОМАШНЄ ЗАВДАННЯ

**Homework 1. Video speaking task**
Record a short video:
“Helping tourists during holidays”.

Include:
greeting;
offering help;
giving information;
solving a tourist problem.

Time: 1–2 minutes.

**Homework 2. Dialogue writing**
Write a dialogue between:
a tourist;
a holiday representative.

Situation:
The tourist asks for information about excursions and hotel services. (10–12 реплік)

**Homework 3. Tourist communication task**
Write polite phrases for:
пропозиції допомоги;
пояснення програми туру;
вирішення проблеми туриста;
рекомендації екскурсії;
пояснення часу відправлення.

**Homework 4. Reflection writing**
Answer the questions:
Why is communication important for holiday representatives?
How should representatives react to customer complaints?
What communication skills are most useful in tourism? (80–100 words)

**Homework 5. Forum discussion**
Topic: “What problems do tourists often have during holidays?”

Students should:
write 5–7 sentences;
comment on one classmate’s answer.

**Homework 6. Pair speaking task**
Prepare a role-play:
“At the tourist resort”.

Include:
greeting;
asking for assistance;
giving recommendations;
solving a tourist problem.

Present during the next class.