ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
what special requests tourists may have;
why communication is important when solving customer requests;
how tourism employees should react to unusual situations.

Special requests role-play
Situation: A tourist has a special request during the trip.
Student A — tourism employee.
Student B — tourist.
Use:
asking questions;
clarifying requests;
offering solutions;
explaining services;
communicating politely.

Listening and response task
Listen to a conversation between a tourist and a hotel employee.
After listening:
identify the tourist's special request;
explain how the employee responds;
repeat useful communication phrases.

Dialogue completion
Tourist: I have a special dietary request.
Employee: _____
Tourist: Is it possible to arrange vegetarian meals?
Employee: _____
Tourist: Thank you for your assistance.
Employee: _____

Practice the dialogue with a partner.

Group discussion
Topic: "What special requests do tourists often have?"
Discuss:
dietary requests;
transport needs;
family services;
medical assistance;
accessibility services.

Tourist assistance simulation
Situation: A tourist needs special accommodation because of a medical condition.
Students should:
ask polite questions;
offer assistance;
explain available services;
solve the situation professionally.

Communication task
Students work in small groups.

Task:
prepare a short conversation between:
a tourism employee;
a tourist.

Topic:
handling a customer's special request.

Mini presentation
Prepare a short oral presentation:
"How to communicate professionally with tourists who have special requests".

Include:
customer care;
problem-solving;
politeness;
tourist assistance.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
"Helping a tourist with a special request".

Include:
greeting;
asking questions;
offering help;
explaining services.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a tourist;
a tourism employee.

Situation:
The tourist asks for special accommodation or additional services.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
уточнення прохання клієнта;
пропозиції допомоги;
пояснення додаткових послуг;
вирішення проблеми;
вибачення за незручності.

Homework 4. Reflection writing
Answer the questions:
Why is communication important when handling special requests?
How should tourism staff react to unusual situations?
What qualities should tourism employees have in customer service?

(80–100 words)

Homework 5. Forum discussion
Topic: “How can tourism companies improve services for tourists with special requests?”

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

Homework 6. Pair speaking task
Prepare a role-play:
“At the hotel reception”.

Include:
asking for special services;
clarifying requests;
offering solutions;
ending politely.

Present during the next class.