ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
why communication is important in business travel;
what services business travellers usually need;
how tourism employees communicate with corporate clients.

Business travel role-play
Situation: A business traveller arrives at a hotel for a conference.
Student A — hotel receptionist/business travel manager.
Student B — business traveller.
Use:
greeting guests;
confirming reservations;
explaining conference services;
discussing schedules;
offering assistance.

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

Dialogue completion
Receptionist: Welcome to our business hotel.
Guest: _____
Receptionist: Your conference starts at 10 a.m.
Guest: _____
Receptionist: We also offer airport transfer services.
Guest: _____

Practice the dialogue with a partner.

Group discussion
Topic: "What communication skills are important in business tourism?"
Discuss:
formal communication;
professional etiquette;
time management;
customer service;
international communication.

Business meeting simulation
Situation: A travel company organizes a conference for international guests.
Students should:
discuss schedules;
organize services;
communicate professionally;
solve organizational problems.

Communication task
Students work in small groups.

Task:
prepare a short conversation between:
a business traveller;
a tourism employee.

Topic:
organizing business travel services.

Mini presentation
Prepare a short oral presentation:
“Professional communication in business tourism”.

Include:
business meetings;
conference services;
formal communication;
customer relations.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
“Communicating with a business traveller”.

Include:
greeting;
confirming reservation;
explaining services;
ending professionally.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a business traveller;
a hotel employee.

Situation:
The traveller asks about conference services and transport arrangements.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
підтвердження бронювання;
організації конференції;
пояснення розкладу;
пропозиції допомоги;
ділового спілкування з клієнтом.

Homework 4. Reflection writing
Answer the questions:
Why is professional communication important in business tourism?
How should tourism employees communicate with corporate clients?
What services are important for business travellers?

(80–100 words)

Homework 5. Forum discussion
Topic: “What makes business travel comfortable and effective?”

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

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

Include:
greeting;
discussing conference services;
asking questions;
offering assistance.

Present during the next class.