ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
why communication is important during hotel check-out;
how hotel staff should ask for customer feedback;
what problems may happen during check-out.

Check-out role-play
Situation: A guest is checking out of the hotel.
Student A — receptionist.
Student B — hotel guest.
Use:
greeting;
checking the bill;
discussing payment;
asking for feedback;
ending politely.

Listening and response task
Listen to a conversation between a hotel guest and a receptionist.
After listening:
identify the guest's questions;
explain how the receptionist communicates professionally;
repeat useful communication phrases.

Dialogue completion
Receptionist: Good morning. Are you checking out today?
Guest: _____
Receptionist: Here is your hotel bill.
Guest: _____
Receptionist: Thank you for staying with us.
Guest: _____

Practice the dialogue with a partner.

Group discussion
Topic: "Why is customer feedback important in hotels?"
Discuss:
service quality;
customer satisfaction;
hotel reputation;
communication with guests;
problem-solving.

Customer feedback simulation
Situation: A hotel guest wants to leave feedback about hotel services.
Students should:
ask polite questions;
respond professionally;
thank the guest;
react to complaints appropriately.

Communication task
Students work in small groups.

Task:
prepare a short conversation between:
a receptionist;
a hotel guest.

Topic:
hotel check-out and customer feedback.

Mini presentation
Prepare a short oral presentation:
“How to communicate professionally during hotel check-out”.

Include:
payment communication;
customer feedback;
problem-solving;
professional etiquette.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
“Hotel check-out communication”.

Include:
greeting;
discussing payment;
asking for feedback;
ending politely.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a hotel guest;
a receptionist.

Situation:
The guest checks out and discusses hotel services.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
пояснення рахунку;
прохання про оплату;
подяки за перебування;
прохання залишити відгук;
прощання з гостем.

Homework 4. Reflection writing
Answer the questions:
Why is communication important during hotel check-out?
How should staff react to customer complaints?
Why is customer feedback useful for hotels?

(80–100 words)

Homework 5. Forum discussion
Topic: “What makes hotel check-out comfortable for guests?”

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 during check-out”.

Include:
discussing payment;
asking questions;
giving feedback;
ending the conversation politely.

Present during the next class.