ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
why communication is important in customer service;
how tourism employees should communicate with difficult customers;
what qualities good customer service requires.

Customer service role-play
Situation: A tourist asks for help at the hotel reception.
Student A — tourism employee.
Student B — customer.
Use:
greeting;
asking questions;
offering assistance;
solving problems;
ending politely.

Listening and response task
Listen to a conversation between a customer and a tourism employee.
After listening:
identify the customer's request;
explain how the employee communicates professionally;
repeat useful communication phrases.

Dialogue completion
Customer: Excuse me, I need some assistance.
Employee: _____
Customer: I have a problem with my reservation.
Employee: _____
Customer: Thank you for your help.
Employee: _____

Practice the dialogue with a partner.

Group discussion
Topic: "What makes customer service professional?"
Discuss:
communication skills;
politeness;
problem-solving;
customer satisfaction;
professional behaviour.

Customer support simulation
Situation: A tourist is unhappy with hotel service.
Students should:
listen carefully;
ask polite questions;
offer solutions;
communicate professionally.

Communication task
Students work in small groups.

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

Topic:
providing customer service in tourism.

Mini presentation
Prepare a short oral presentation:
“Professional customer service communication”.

Include:
communication with guests;
handling customer requests;
problem-solving;
professional etiquette.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
“Helping a customer in tourism”.

Include:
greeting;
asking questions;
offering assistance;
solving a problem.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a tourist;
a tourism employee.

Situation:
The tourist asks for help with hotel or travel services.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
пропозиції допомоги;
відповіді на скаргу;
пояснення послуг;
подяки клієнту;
вирішення проблеми.

Homework 4. Reflection writing
Answer the questions:
Why is communication important in customer service?
How should tourism employees react to complaints?
What qualities are necessary for professional customer service?

(80–100 words)

Homework 5. Forum discussion
Topic: “What communication skills are most important in customer service?”

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

Homework 6. Pair speaking task
Prepare a role-play:
“At the customer service desk”.

Include:
asking for help;
answering questions;
solving a problem;
ending politely.

Present during the next class.