ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
what problems tourists may face during travel;
why communication is important in conflict situations;
how tourism employees should react to complaints.

Problem-solving role-play
Situation: A tourist has a complaint about hotel service.
Student A — tourism employee.
Student B — dissatisfied tourist.
Use:
listening carefully;
apologizing;
explaining the situation;
offering solutions;
ending politely.

Listening and response task
Listen to a conversation between a tourist and a hotel employee.
After listening:
identify the customer's problem;
explain how the employee solves the situation;
repeat useful communication phrases.

Dialogue completion
Tourist: I am unhappy with my hotel room.
Employee: _____
Tourist: The air conditioning does not work.
Employee: _____
Tourist: Thank you for your assistance.
Employee: _____

Practice the dialogue with a partner.

Group discussion
Topic: "How should tourism employees deal with complaints?"
Discuss:
professional communication;
problem-solving;
customer satisfaction;
politeness;
conflict resolution.

Complaint-handling simulation
Situation: A tourist's flight is delayed and the hotel reservation is cancelled.
Students should:
ask questions;
explain the situation;
offer solutions;
communicate calmly and professionally.

Communication task
Students work in small groups.

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

Topic:
handling complaints and solving customer problems.

Mini presentation
Prepare a short oral presentation:
"How to communicate professionally in problem situations".

Include:
customer complaints;
conflict resolution;
professional etiquette;
communication strategies.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
"Handling a customer complaint in tourism".

Include:
listening to the customer;
apologizing;
offering solutions;
ending professionally.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a tourist;
a tourism employee.

Situation:
The tourist complains about hotel or travel services.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
вибачення перед клієнтом;
пояснення проблеми;
пропозиції рішення;
заспокоєння туриста;
вирішення конфліктної ситуації.

Homework 4. Reflection writing
Answer the questions:
Why is communication important in conflict situations?
How should tourism employees react to dissatisfied customers?
What communication skills help solve customer problems?

(80–100 words)

Homework 5. Forum discussion
Topic: “What is the best way to deal with tourist complaints?”

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 a complaint”.

Include:
explaining the problem;
asking questions;
offering solutions;
ending politely.

Present during the next class.