ЗАВДАННЯ НА ОПРАЦЮВАННЯ

Warm-up speaking activity
Discuss in pairs:
why professional communication is important in tourism;
what presentation skills tourism employees should have;
how communication influences cooperation with clients and partners.

Professional communication role-play
Situation: A tourism company meets international partners.
Student A — tourism manager.
Student B — business partner.
Use:
greeting;
introducing the company;
discussing tourism services;
answering questions;
ending professionally.

Listening and response task
Listen to a professional conversation between tourism specialists.
After listening:
identify the purpose of the conversation;
explain how professionals communicate;
repeat useful communication phrases.

Dialogue completion
Manager: Good afternoon. Thank you for coming to the meeting.
Partner: _____
Manager: Today we would like to present our tourism services.
Partner: _____
Manager: We look forward to future cooperation.
Partner: _____

Practice the dialogue with a partner.

Group discussion
Topic: “What communication skills are important for tourism professionals?”
Discuss:
public speaking;
business etiquette;
teamwork;
formal communication;
presentation skills.

Presentation simulation
Situation: A tourism company presents a new travel programme to international clients.
Students should:
introduce the programme;
describe tourism services;
answer questions;
communicate professionally.

Communication task
Students work in small groups.

Task:
prepare a short conversation between:
a tourism manager;
a business partner.

Topic:
professional communication in tourism business.

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

Include:
business communication;
presentations;
customer relations;
international cooperation.

ДОМАШНЄ ЗАВДАННЯ

Homework 1. Video speaking task
Record a short video:
“Professional communication with tourism clients”.

Include:
greeting;
introducing services;
answering questions;
ending professionally.

Time: 1–2 minutes.

Homework 2. Dialogue writing
Write a dialogue between:

a tourism manager;
a business partner.

Situation:
The company presents tourism services and discusses cooperation.

(10–12 реплік)

Homework 3. Tourist communication task
Write polite phrases for:
представлення компанії;
ділового спілкування;
відповіді на професійні запитання;
проведення презентації;
завершення професійної розмови.

Homework 4. Reflection writing
Answer the questions:
Why is professional communication important in tourism?
What presentation skills should tourism employees have?
How does communication influence cooperation with clients?

(80–100 words)

Homework 5. Forum discussion
Topic: “What communication skills are most important for tourism professionals?”

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

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

Include:
introducing the company;
presenting tourism services;
answering questions;
ending professionally.

Present during the next class.