**1. Vocabulary matching**

Match the words with their definitions.

1. arrival lounge
2. transfer
3. check-in
4. luggage
5. hospitality

Definitions:
a) bags and suitcases
b) registration at a hotel or airport
c) friendly treatment of guests
d) transportation from airport to hotel
e) waiting area for arriving passengers

**2. Fill in the gaps**

Complete the sentences using the words below:

arrival, guest, transfer, reservation, welcome

1. The hotel receptionist greeted the _____.
2. We organize airport _____ for tourists.
3. Your room _____ is confirmed.
4. The guide met tourists on _____.
5. Welcome to our hotel! We are happy to _____ you.

**3. Reading comprehension**

Текст з підручника (“An introduction to working in tourism”).

Choose the correct answer.

1. Tourism is mainly about:
   a) transport only
   b) encounters with people
   c) business management
2. Arrival encounters may happen:
   a) only at airports
   b) only at hotels
   c) in many different places
3. Good tourism staff should:
   a) ignore guests

b) look professional
c) avoid communication

**4. Professional vocabulary table**

Complete the table.

| Word | Ukrainian equivalent | Example sentence |
|---|---|---|
| greeting | | |
| arrival lounge | | |
| transfer service | | |
| receptionist | | |

**5. Dialogue completion**

Complete the dialogue.

Receptionist: Good evening. Welcome to the Sunrise Hotel.
Guest: _____
Receptionist: May I have your passport, please?
Guest: _____
Receptionist: Your room is ready.

**6. Speaking task**

Task: Record a short dialogue (1–2 minutes):
“Meeting tourists at the airport”.

Use:

- greetings;
- introduction;
- asking about the flight;
- offering help.

**7. Role-play**

Student A: Tour guide.

Student B: Tourist arriving in Ukraine.

Situation:

- greet the tourist;
- introduce yourself;
- explain transfer details;
- answer two questions.

**8. Translation task**

Translate into English.

1. Ласкаво просимо до нашого готелю.
2. Ваш трансфер вже готовий.
3. Туристи прибувають о 18:00.
4. Де знаходиться зона прибуття?
5. Бажаємо вам приємного перебування.

**9. True/False**

1. Check-in means leaving the hotel.
2. Hospitality is important in tourism.
3. Arrival lounges are usually at airports.
4. Transfer services help tourists travel from airport to hotel.

**10. Mini case study**

Situation: A group of tourists arrived late at night. Their luggage was delayed. The hotel transfer is waiting outside.

Write:

- what the tour manager should do;
- how to communicate with tourists politely;
- what information should be given first.

(80–100 words)

**11. Terminology quiz**

Choose the correct term.

1. A person who welcomes guests at a hotel:
   a) waiter
   b) receptionist
   c) pilot

2. A trip from airport to hotel:
   a) excursion
   b) transfer
   c) reservation

**12. Writing task**

Write a short arrival information message for tourists. Include:

- greeting;
- meeting point;
- transport information;
- contact number.

(50–70 words)