1. Vocabulary practice

Match the words with their definitions.

Word	Definition
itinerary	travel plan
excursion	organized trip
resort	place for holidays
complaint	expression of dissatisfaction
travel package	set of travel services
transfer	transport from one place to another

2. Fill in the gaps

Use: resort, tourists, excursion, transfer, representative

1. The holiday _____ met tourists at the airport.
2. We organize daily _____ for visitors.
3. The hotel is located at a famous seaside _____.
4. The airport _____ takes 30 minutes.
5. Tourists asked the tour _____ for help.

3. Reading task

Read the text “Responsibilities of a Holiday Representative” in the book and answer:

1. What are the main duties of a holiday rep?
2. Why is communication important?
3. How does a holiday rep help tourists?
4. What problems can tourists have?
5. Why should tourism staff be polite?

4. Dialogue completion

Tourist: Excuse me, I have a problem with my room.
Holiday rep: _____
Tourist: The air conditioning does not work.
Holiday rep: _____
Tourist: Thank you for your help.
Holiday rep: _____

5. Speaking activity

Role-play: “Holiday representative helping tourists”.

Student A — holiday representative.
Student B — tourist.

Use:

- greeting;
- giving information;
- solving problems;
- excursion recommendations.

6. Travel itinerary task

Create a one-day holiday programme for tourists.

Include:

- sightseeing;
- meals;
- transport;
- entertainment.

7. Grammar focus

Choose the correct option.

1. The representative (help/helps) tourists every day.
2. Tourists usually (ask/asks) many questions.
3. We (organize/organizes) excursions for guests.
4. The transfer bus (arrive/arrives) on time.