Homework 1. Vocabulary translation

Translate into English:

1. гостинність
2. задоволення клієнтів
3. служба підтримки
4. ввічливе спілкування
5. професійна поведінка
6. якість обслуговування
7. допомога туристам
8. скарга
9. відгук
10. професійний етикет

Homework 2. Complete the sentences

Use: customers, service, complaint, support, behaviour

1. Tourism employees should help _____.
2. Good customer _____ improves hotel reputation.
3. The manager solved the _____ quickly.
4. The support _____ answered the tourist's questions.
5. Professional _____ is important in hospitality.

Homework 3. Writing task

Write a short dialogue between a customer and a tourism employee.

Include:

- greeting;
- asking for help;
- solving a problem;
- thanking the customer.

(8–10 реплік)

Homework 4. Speaking task

Prepare a presentation: "Good customer service in tourism".

Speak about:

- communication;
- politeness;
- customer satisfaction;

- professional behaviour.

Time: 1–2 minutes.

Homework 5. Mini case study

Situation: A tourist is unhappy with hotel service and wants to speak to the manager.

Write:

- how staff should react;
- how to solve the complaint;
- what professional language should be used.

(80–100 words)

Homework 6. Reading comprehension

Read the text about customer service and answer:

1. Why is hospitality important in tourism?
2. What qualities should tourism employees have?
3. How should complaints be handled?
4. Why is customer feedback useful?