1. Vocabulary practice

Match the words with their definitions.

Word	Definition
customer satisfaction	positive opinion about service
complaint	expression of dissatisfaction
hospitality	friendly treatment of guests
support service	help for customers
polite communication	respectful interaction
guest experience	impression from service

2. Fill in the gaps

Use: service, customers, complaint, hospitality, support

1. Good customer _____ is very important in tourism.
2. Hotel staff should always help _____.
3. The manager solved the customer _____ quickly.
4. Ukrainian _____ is famous worldwide.
5. The support _____ works 24 hours a day.

3. Reading task

Read the text “Customer Service in Tourism” and answer the questions:

1. Why is customer service important in tourism?
2. What qualities should tourism staff have?
3. How should employees communicate with guests?
4. Why is customer satisfaction important?
5. What problems can tourists have?

4. Dialogue completion

Customer: Excuse me, I need some help.
Employee: _____
Customer: I have a problem with my reservation.
Employee: _____
Customer: Thank you for your assistance.
Employee: _____

5. Speaking activity

Role-play: “Helping a customer”.

Student A — tourism employee.
Student B — customer.

Use:

- greeting customers;
- answering questions;
- solving problems;
- offering assistance.

6. Customer service standards task

Create a list of rules for good customer service.

Include:

- communication;
- appearance;
- problem-solving;
- politeness.

7. Grammar focus

Choose the correct option.

1. Employees (help/helps) tourists every day.
2. Good service (create/creates) customer satisfaction.
3. Customers often (ask/asks) for information.
4. The receptionist (answer/answers) politely.

8. Professional communication task

Write polite expressions:

1. запропонувати допомогу
2. відповісти на скаргу
3. подякувати клієнту
4. вибачитися за проблему
5. пояснити послуги