Homework 1. Vocabulary translation

Translate into English:

1. повернення коштів
2. затриманий рейс
3. вибачення
4. овербукінг
5. компенсація
6. технічна проблема
7. незадоволений клієнт
8. форма скарги
9. служба підтримки
10. вирішення конфліктів

Homework 2. Complete the sentences

Use: delay, complaint, refund, customer, luggage

1. The tourist lost his _____ at the airport.
2. The airline apologized for the flight _____.
3. The hotel received a customer _____.
4. The travel company offered a full _____.
5. The dissatisfied _____ asked for the manager.

Homework 3. Writing task

Write a short dialogue between a tourist and a hotel receptionist about a problem.

Include:

- explaining the problem;
- apologizing;
- offering a solution;
- ending politely.

(8–10 реплік)

Homework 4. Speaking task

Prepare a presentation: “How to deal with customer complaints in tourism”.

Speak about:

- communication;
- politeness;
- problem-solving;

- compensation.

Time: 1–2 minutes.

Homework 5. Mini case study

Situation: A tourist arrives at the hotel but the reservation cannot be found in the system.

Write:

- how staff should react;
- what alternative can be offered;
- how to calm the customer.

(80–100 words)

Homework 6. Reading comprehension

Read the text about customer complaints and answer:

1. What problems do tourists often face?
2. Why is communication important in conflict situations?
3. What compensation can companies offer?
4. Why should staff stay polite?