1. Vocabulary practice

Match the words with their definitions.

Word	Definition
complaint	statement about a problem
refund	money returned to a customer
cancellation	decision to stop a booking or trip
delay	situation when something is late
misunderstanding	failure to understand correctly
lost luggage	missing baggage during travel

2. Fill in the gaps

Use: complaint, refund, luggage, delay, problem

1. The tourist wrote a formal _____ to the hotel manager.
2. The flight _____ lasted three hours.
3. The airline lost the passenger's _____.
4. The travel agency offered a _____ for the cancelled tour.
5. Hotel staff solved the customer's _____ quickly.

3. Reading task

Read the text "Handling Customer Complaints" and answer the questions:

1. Why is problem-solving important in tourism?
2. What complaints do tourists usually have?
3. How should tourism staff communicate with dissatisfied customers?
4. Why is polite communication important?
5. What compensation can companies offer?

4. Dialogue completion

Customer: I am unhappy with my hotel room.
Receptionist: _____
Customer: The air conditioning does not work.
Receptionist: _____
Customer: Thank you for your help.
Receptionist: _____

5. Speaking activity

Role-play:
“Solving a tourist problem”.

Student A — tourism employee.
Student B — dissatisfied tourist.

Use:

- apologizing;
- explaining the situation;
- offering solutions;
- discussing compensation.

6. Problem-solving task

Choose one tourism problem and explain how to solve it.

Possible situations:

- cancelled reservation;
- delayed flight;
- lost luggage;
- hotel overbooking;
- incorrect bill.

7. Grammar focus

Choose the correct option.

1. The manager (solve/solves) customer complaints quickly.
2. Tourists often (report/reports) travel problems.
3. We (offer/offers) compensation for delays.
4. The receptionist (apologize/apologizes) politely.

8. Professional communication task

Write polite expressions:

1. вибачитися перед клієнтом
2. пояснити проблему
3. запропонувати компенсацію
4. повідомити про затримку
5. вирішити конфліктну ситуацію