1. Vocabulary practice

Match the words with their definitions.

Word	Definition
negotiation	formal discussion to reach agreement
presentation	formal talk with information
business email	formal electronic message
meeting	organized discussion
professional etiquette	rules of polite professional behaviour
communication skills	ability to communicate effectively

2. Fill in the gaps

Use: presentation, meeting, communication, email, etiquette

1. Professional _____ is important in tourism.
2. The manager prepared a business _____.
3. Our international _____ starts at 10 a.m.
4. Good _____ skills help tourism employees work with clients.
5. The company representative gave a _____ about new travel services.

3. Reading task

Read the text “Professional Communication in Tourism” and answer the questions:

1. Why is professional communication important in tourism?
2. What communication skills should tourism employees have?
3. Why are presentations important in business tourism?
4. How should professionals communicate with clients?
5. What role does etiquette play in hospitality?

4. Dialogue completion

Manager: Good morning. Thank you for coming to the meeting.
Employee: _____
Manager: Today we will discuss customer service improvements.
Employee: _____
Manager: Do you have any questions?
Employee: _____

5. Speaking activity

Role-play: “At a business meeting”.

Student A — tourism manager.
Student B — company representative.

Use:

- greeting colleagues;
- discussing travel services;
- making suggestions;
- answering questions.

6. Professional communication task

Write a short formal email.

Include:

- greeting;
- purpose of the message;
- request for information;
- polite closing.

7. Presentation task

Prepare a short tourism presentation.

Include:

- company information;
- tourism services;
- travel destinations;
- customer benefits.

8. Grammar focus

Choose the correct option.

1. Tourism managers (communicate/communicates) with clients daily.
2. Professional communication (help/helps) solve problems.
3. We (send/sends) business emails every day.
4. The company representative (prepare/prepares) presentations.

9. Professional communication task

Write polite expressions:

1. запросити на зустріч
2. представити компанію
3. подякувати за співпрацю
4. відповісти на діловий email
5. завершити професійну розмову