

Tourist Customer Service

This course is directed to people who work or would like to work in the tourism sector and, specifically, in the customer care sector. During this course the learner will acquire the necessary language skills and vocabulary to successfully understand oral and written messages of an intermediate complexity in English. This course provides opportunities for the learner to respond professionally to the language used in familiar situations by tourists, guests and customers by attending satisfactorily to the needs they have. Throughout the course, the learner will come across many real situations. In these situations the learner has to interpret the communicative aims of the writers and numerous interlocutors to effectively deal with what occurs. These tourist sector clients and customers write, appear in person and speak by phone and the learner has to respond to each situation by using the phone, the fax, booking forms, contracts, customer satisfaction surveys and email appropriately. By the end of this course, the learner will be able to fluently express themselves with customers and suppliers at an intermediate level in a way fitting that of a tourist industry professional in the following areas: customer service and attention, transport suppliers, contingency and emergency resolutions and solving complaints.

Tourist Customer Service

1 **Tourist customer service - Vocabulary for a Tourist I**

After this lesson, the learner will be able to: - Give explanations and information to tourists. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

2 **Tourist customer service - Vocabulary for a Tourist II**

After this lesson, the learner will be able to: - Give explanations and information to tourists - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

3 **Tourist customer service - Crew Members and Security I**

After this lesson, the learner will be able to: - Give explanations and information about security on board - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

4 **Tourist customer service - Crew Members and Security II**

After this lesson, the learner will be able to: - Give explanations and information about security on board - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of

the terms in the exercises and keep a record of their pronunciation to monitor progress.

5 **Tourist customer service - Departures, Arrivals & Useful Terms I**

After this lesson, the learner will be able to: - Give explanations and information about departures and arrivals and deal with tourists professionally. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching words to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

6 **Tourist customer service - Departures, Arrivals & Useful Terms II**

After this lesson, the learner will be able to: - Give explanations and information about departures and arrivals and deal with tourists professionally. - Understand expressions common in conversations that provide professional service. - Complete written exercises that demonstrate they are capable of matching the written forms of designs to the sounds and images that correspond to them. - Test their knowledge of the terms in the exercises and keep a record of their pronunciation to monitor progress.

7 **Tourist customer service - Typical Situation: Information Desk**

A practical immersion in the language, whereby the student will live through a real life situation, similar to one they would confront in the language which they are learning. In this lesson the student will be introduced to new vocabulary, then, once the exercise has been completed, they will have an opportunity to practice this new vocabulary.

8 **Tourist customer service - Booking A Railway Ticket For Advance Travel From An Agency**

In this lesson the learner will hear how a travel agency professional asks and answers the questions a customer has about some travel plans. The learner will listen to the customer and the travel agency professional discuss options and use the information available on a website to decide travel dates and arrangements and book a ticket successfully. The learner will use the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

9 **Tourist customer service - An Agency With A Problem And Reporting Lost Property To A Station Guard**

On successfully completing this lesson the learner will be able to help a client when the client has a problem related to the travel arrangements and plans they have made. The learner will listen to the problem the client has and act in a professional, sensitive and helpful manner. The learner will practice the vocabulary of the lesson to respond to these situations in a professional way. To demonstrate what has been learned the learner will match the images of the vocabulary with the sound, spelling and definition of the key words in the lesson.

10 **Tourist customer service - Dialogue Questions**

In this lesson the learner will consolidate what they understand of the topics in the lessons by responding appropriately to the questions the tutor asks.

11 **Tourist customer service - Train Transport. You've got mail**

The learner will practice the language they have learned in the previous exercises by writing an email explaining how they lost their luggage when they were travelling by train. In this lesson they will follow instructions to record their description of a trip they made to a new city by train then they will send it to their teacher to be personally evaluated.

12 **Tourist customer service - Course test**

In this exercise the learner will test their understanding of the key topics in part three of the course by choosing the best solution to the questions each text has. The learner will know the performance and the progress made at the end of each exercise.