

HOW ARE YOU TODAY?



WARM-UP

- **Handling Customer Complaints**: Role-play the travel agent and the dissatisfied customer.

Student A – Travel Agent

Scan the QR. You should listen to the complaint, empathize with the customer, and offer a suitable solution.

Student B – Dissatisfied Customer

Scan the QR and read one of the situations described here. Ask for a solution to your problem and



ACTIVITY 1: VOCABULARY

Complete the two brochures with words from the box below.

budget - entrance fee - customize - transfers - travel package - explore

Thailand Deluxe! ★★★★★

Want to discover ancient culture, great food, and beautiful beaches?

Discover Thailand! Our two Thailand tour packages provide fun to everybody.

Our all-inclusive Thailand Deluxe tour package includes:

- Round-trip flight from Santiago to Bangkok
- All tours and _____
- Four-star accommodation for the length of the stay.
- _____ to parks and shrines.
- All meals and drinks (from a set menu)

Thailand for less! ★★

Are you on a _____? Then ask about our Thailand Economy _____.

You can _____ it to fit your budget. It includes:

- A detailed itinerary.
- Option of full board or half board.
- This package can also be ordered as air-only with no board.
- Choose the tour you want to go on. Or order none and _____ on your own.
- Travelers from all over the world join us every month, ready to make new friends!

ACTIVITY 2: TRUE OR FALSE

Read the text again and answer T or F.

III Read the text again and answer T or F

1. ____ The Deluxe package includes drinks, food, and transfers.
2. ____ The budget package can be modified.
3. ____ The Deluxe package travelers book their own rooms.

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Do you have questions about any information in this brochure? Call Stars Travel Agents today. We can guarantee you that your experience will be unforgettable.

ACTIVITY 3: GROUP DISCUSSION

Discuss these questions in groups.

IV Discuss the questions in groups.

1. What tour would you select: Thailand Deluxe or Thailand for less? Why?
2. What can be the advantages of traveling with a schedule set by a professional?

Thailand Deluxe! ★★★★★

Thailand for less! ★★

ACTIVITY 4: BROCHURE PREDICTION?

In pairs, students discuss and make predictions:

Thailand Deluxe! ★★★★★

Thailand for less! ★★

1. What is the difference between 'Deluxe' and 'for less'?
2. What might the **stars** (★) represent?
3. Make a list of **3 things** you think are included in the 'Deluxe' package that might NOT be in the 'for less' package.

Class End

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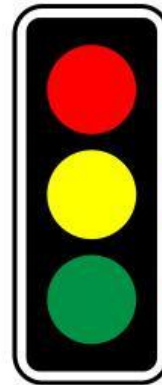
- To do a role play related to customer support in agencies.

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- To talk about package holidays.

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- To predict information on a brochure.



I achieved 1 objective

I achieved 2 objectives

I achieved every objective