HOW ARE YOU TODAY?



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LIVEWORKSHEETS

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

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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!

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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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- 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!

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.

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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! ★★

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ACTIVITY 4: BROCHURE PREDICTION?

In pairs, students discuss and make predictions:

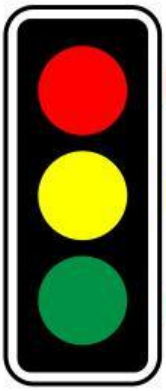
Thailand Deluxe! ★★★★

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

- [ ] To do a role play related to customer support in agencies.
- [ ] To talk about package holidays.
- [ ] To predict information on a brochure.



I achieved 1 objective

I achieved 2 objectives

I achieved every objective

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