HOW ARE YOU TODAY?





 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





DuocUC

WILIVEWORKSHEETS

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 _ 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
- · Choose the tour you want to go on. Or order none and
- · Travelers from all over the world join us every month, ready to make new friends!



LIVEWORKSHEETS

ACTIVITY 2: TRUE OR FALSE

Read the text again and answer T or F.

III Read the text again and answer T or F

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

Thailand Deluxe! ★★★★

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- to parks and shrines.
- All meals and drinks (from a set menu)

Thailand for less! **

Are you on a ___ about our Thailand Economy

___ it to fit your budget.

- · 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
 - 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.



LIVEWORKSHEETS



ACTIVITY 3: GROUP DISCUSSION

Discuss these questions in groups.

IV Discuss the questions in groups.

- 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! ★★





HLIVEWORKSHEETS

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.



ULIVEWORKSHEETS

Class End

	• To do a role play related to customer	
\cup	support in agencies.	I achieved 1 objective
	To talk about package holidays.	I achieved 2 objectives
	To predict information on a brochure.	I achieved every objective

