

# Travel Agencies and Tourist Information

This course is directed to people who manage or work in travel agencies or tourist information desks. During this course the learner will acquire the necessary language skills and vocabulary to successfully produce and 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 guests, customers and suppliers to the tourist service by attending satisfactorily to the needs they have. Throughout the course, the learner will come across very many real situations both in travel agencies and tourist information desks. 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 area: working with travel agencies, tourist information offices and transport suppliers.

## Travel Agencies and Tourist Information

### 1 **Presentation of tourist information - Negotiating Contracts for Online Provision I**

On successfully completing this lesson the learner will be able to listen to and understand the negotiations and descriptions of the principal services and contract terms that take place between an online booking company and a hotel manager. The learner will be able to recognise the terms involved and request the appropriate written information. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, e-mail or face to face.

### 2 **Presentation of tourist information - Negotiating Contracts for Online Provision II**

On successfully completing this lesson the learner will understand the negotiations and descriptions of principal services and contract terms that take place between an online booking company and a hotel manager. The learner will be able to recognise the terms involved and how to appropriately request information and clarification. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, e-mail or face to face.

### 3 **Presentation of tourist information - Giving Information to Tourists about Environmental Practice & Legislation I**

On successfully completing this lesson the learner will be able to give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area. The learner will be able to provide the information the customer requires appropriately. The learner will be able to respond to situations that require specific knowledge in a professional way by phone, in writing or face to face.

### 4 **Presentation of tourist information - Giving Information to Tourists about Environmental Practice & Legislation II**

On successfully completing this lesson the learner will be able to give basic information about environmental legislation in a national park and inform customers of the principal responsibilities and duties they have visiting the area. The learner will be able to provide the information the customer requires appropriately. The learner will be able to respond to situations that require specific knowledge in a professional way whilst referring to written information.

5 **Presentation of tourist information - Dialogue Questions**

In this lesson the learner will consolidate understanding of the topics in the previous lessons by responding appropriately to the questions the tutor asks.

6 **Presentation of tourist information - Formal Writing Practice. Arranging a Meeting**

In this lesson the learner will inform and arrange a meeting by email using information from the conversation in the previous lessons. The learner will be able to start and conclude emails appropriately and provide key information.

7 **Presentation of tourist information - Dealing with an Accident & Insurance Claim I**

On successfully completing this lesson the learner will be able to contact and inform an insurance company and the next of kin about an accident that a visitor to the hotel has had. The learner will be able to give relevant information about the client in a professional way, responding to the situation in a sensitive and helpful manner. The student will respond to situations that require specific knowledge in a professional way by phone, mail or face to face.

8 **Presentation of tourist information - Food & Beverage Suppliers**

On successfully completing this lesson the learner will listen to and be able to describe the conditions of the principal services and contract terms that exist between a supplier and a hotel. The learner will recognise and use the key terms involved appropriately in customer and supplier situations. The learner will be able to respond to situations that require specific knowledge in a professional way by phone or mail. 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 **Presentation of tourist information - Problems with Delivery Suppliers**

In this lesson the learner will listen to the problems the hotel and a supplier have and the solution they give to a problem that occurs with a special delivery. The learner will see how the information the hotel and supplier have is used to deal with the situation appropriately. The learner will respond to situations that require specific knowledge of the problem 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 **Presentation of tourist information - Typical Situation: Travel agency**

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.

11 **Presentation of tourist information - Tourism. You've got mail**

The student will attend a class where a teacher whose first language is that being taught, will pose questions and activities to the student. The student will interact with the teacher through guided dialogues. At the same time the teacher will evaluate the student user on their performance and inform them of their progress through our very own exclusive dexway method, using text and voice to clarify any specific areas that require attention, such as pronunciation, etc.

12 **Presentation of tourist information - Course test**

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