



## ENGLISH FOR TOUR GUIDES

### 1. Warm-up Speaking (5–7 minutes)

#### Activity: Quick Empathy Response

##### In pairs:

One person says a short complaint (from the list below or your own).

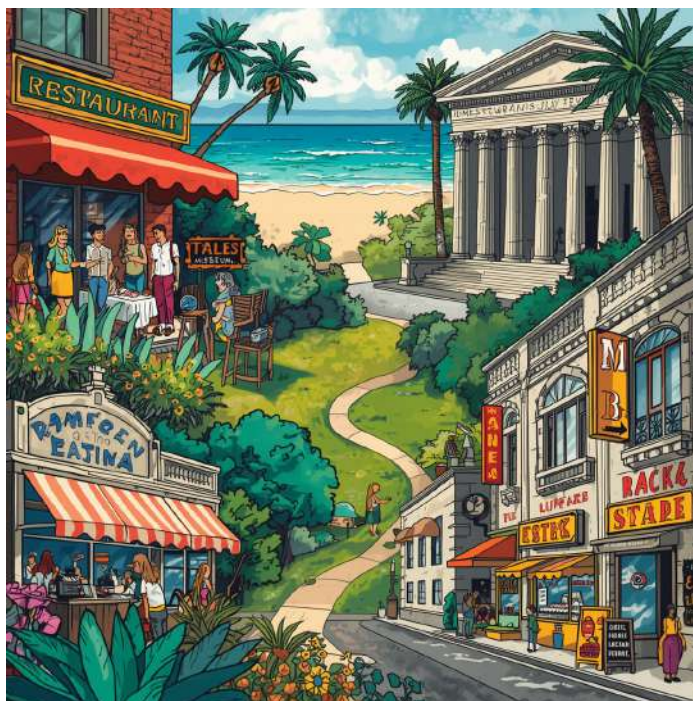
The other responds in 20–30 seconds with empathy + a simple solution.

##### Example complaints:

- "The bus is late again!"
- "This food is too spicy for me."
- "My feet hurt — I can't walk anymore."

Switch roles 3–4 times.

**Tip:** Start with "I'm sorry..." or "I understand..." — it makes the tourist feel heard.



### 2. Useful Phrases - Dealing with Problems & Complaints Professionally

#### Empathy & apology

- I'm really sorry about that...
- I completely understand your frustration...
- I apologize for any inconvenience...

#### Compromise & positive spin

- The good news is...
- This happens sometimes, but...
- Many tourists have the same issue — here's how we can fix it...

#### Offering solutions

- Let me see what I can do...
- Would you prefer to...? / We could... instead.
- If you don't mind, I suggest...

#### Closing & follow-up

- Is everything OK now?
- Thank you for your patience.
- I'll make sure this doesn't happen again.

#### Pronunciation tips

- Apologize (uh-POL-uh-jize)
- Frustration (fruh-STRAY-shun)
- Patience (PAY-shuns)

### 3. Gap-Fill Practice – Handling a Complaint - Complete the Professional Response

Fill in the gaps with words/phrases from the box to make a calm, helpful reply.

**OK / suggest / sorry / apologize / good news / understand / prefer / patience /**

Tourist: "The bus is 20 minutes late! This is terrible!"

Guide: I'm really (1) \_\_\_\_\_ about the delay. I completely (2) \_\_\_\_\_ your frustration.

I (3) \_\_\_\_\_ for the inconvenience. The (4) \_\_\_\_\_ is that the next bus is coming in just 5 minutes. Would you (5) \_\_\_\_\_ to wait here or walk to the next stop?

I (6) \_\_\_\_\_ we take a short break for coffee while we wait.

Thank you for your (7) \_\_\_\_\_. Is everything (8) \_\_\_\_\_ now?

#### 4. Matching – Complaint to Response

##### Activity: Match the Tourist Complaint to the Best Guide Reply

- A. "It's raining and I didn't bring an umbrella!"
- B. "This restaurant food is cold!"
- C. "I lost my wallet during the tour."
- D. "The group is walking too fast for me."
- E. "The museum is closed today!"
  1. I'm really sorry. Let's slow down — we can take more breaks.
  2. I apologize. Would you prefer to eat somewhere else? I can recommend a great café nearby.
  3. That's a big problem. Don't worry — let's retrace our steps together.
  4. I understand. The good news is we have spare umbrellas on the bus.
  5. Unfortunately, yes. But instead, we can visit the beautiful gardens — they're open and even better in the rain!

#### 5. Main Speaking Practice – Role-Play (12–15 minutes)

##### Activity: Resolve the Tourist's Complaint!

Work in small groups (3–5 people).

Student A = Tour Guide

Others = Tourists

##### Tourists:

Choose one complaint and act a little upset/annoyed. Ask or complain suddenly.

##### Example complaints:

- "The tour is too expensive for what we get!"
- "My child is tired and crying — I want to stop."
- "The weather is awful — this is not fun!"
- "I can't hear you — speak louder!"
- "This place is too crowded!"
- "The food made me sick."

##### Tour Guide:

Respond professionally (1–2 minutes):

- Show empathy & apologize
- Offer a solution or compromise
- Use positive spin ("The good news is...")
- Check if it's resolved ("Is everything OK now?")
- Keep the group happy

Switch roles so everyone practices handling complaints.

**Tip:** Use gestures (nodding, hand on heart) and the town map to suggest alternatives.

#### 6. Final Warm-down (5 minutes)

##### Activity: One Lesson Learned

In a circle or quick round.

Each person says **one sentence** about a good way to handle a complaint they saw/heard today.

Example:

"I liked how you said 'I understand' first — it calmed the tourist down."

End with: "Thank you for turning problems into solutions like real pros!"

## Teacher's Key

Students practice handling real complaints and emergencies professionally: showing empathy, apologizing sincerely, offering solutions, negotiating compromises, and turning negative situations into positive ones. They use more advanced polite language, conditionals (if you prefer..., we could...), and maintain group harmony.

### 3. Gap-Fill Practice – Handling a Complaint - Complete the Professional Response

Fill in the gaps with words/phrases from the box to make a calm, helpful reply.

**Tourist:** "The bus is 20 minutes late! This is terrible!"

**Guide:** I'm really (1) sorry about the delay. I completely (2) understand your frustration.

I (3) apologize for the inconvenience. The (4) good news is that the next bus is coming in just 5 minutes. Would you (5) prefer to wait here or walk to the next stop?

I (6) suggest we take a short break for coffee while we wait.

Thank you for your (7) patience. Is everything (8) OK now?

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**Matching:** A-4, B-2, C-3, D-1, E-5