

Are there any items of clothing, musical instruments, or drinks which are typical of your region or country?



Listening

Problems on tour



- 1 Listen to a guide dealing with a problem on a coach. Which of these situations has occurred?

- 1 coach breaks down in the city centre
- 2 coach breaks down on the motorway
- 3 driver feels very ill and can't continue
- 4 one of the passengers faints
- 5 air-conditioning breaks down
- 6 one of the passengers gets very upset

- 2 Look at this list of guidelines given to tour guides. Listen to the guide again and tick (✓) the boxes when the guide demonstrates one of the guidelines.

Guideline

- | | |
|--|--------------------------|
| 1 Listen to the customer | ☐ |
| 2 Apologize | ☐ |
| 3 Show sympathy and understanding | ☐ |
| 4 Address the customer by name | ☐ |
| 5 Explain and clarify | ☐ |
| 6 Calm the person / people if they are agitated | ☐ |
| 7 Solve the problem or offer a plan of action | ☐ |
| 8 Use the support of colleagues and supervisors if necessary | ☐ |
| 9 Make sure the customer knows exactly what you're going to do | ☐ |
| 10 End the discussion | ☐ |

- 3 Do you think the guide handled the situation well? Would you have done anything differently?

Language spot

Language of calming and dealing with a crisis

- 1 Match these expressions from *Listening* with the guidelines in 2.

- a I'm very sorry about this, but as you can see we have a bit of a problem.
- b Now, please keep calm.
- c Please don't worry, Mrs Parsons.
- d This is what we're going to do. We're going to ...
- e Oh dear, what's the matter?
- f Don't worry.
- g I know, I understand.
- h Let me explain the situation.
- i I hope that's clear?
- j I'll tell you what we'll do.

- 2 Here are some more expressions. Match them with the guidelines.

- a Oh dear, that sounds terrible. Have a seat.
- b Try to relax. I'm sure it'll be all right.
- c Please calm down.
- d Do you all understand what we're going to do?
- e Let's go and ask at the desk to see if they know anything.
- f I'm afraid I'm going to have to talk to my head office.
- g I don't think there's any point continuing with this discussion.
- h This is the plan of action: we're going to ...

- 3 Work in pairs. Choose one of the expressions from 1 or 2, and say it to your partner. Your partner should respond with a different expression that does the same thing.

EXAMPLE

A *Don't worry.*

B *There's nothing to worry about.*

» Go to **Grammar reference** p.123