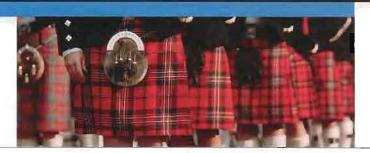
Are there any items of clothing, musical instruments, or drinks which are typical of your region or country?



Listening

Problems on tour



- - 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	
0	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

- 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 Iknow, Iunderstand.
 - h Let me explain the situation.
 - i I hope that's clear?
 - j I'll tell you what we'll do.
- 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 ...
- 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