

UNIT 1: Recibiendo y saludando a turistas.

By teacher Jeannete.



CONTENTS OF THE LESSON:

- Talking about who I am and what I do (review).
- Arrivals.
- Welcoming the guests.

SKILLS TO PRACTICE:

- Reading
- Listening
- Speaking
- Grammar in use.
- Vocabulary in use.



Talking about who I am and what I do, in front of passengers (pax)



Hello everyone!
Welcome and thank you for joining the tour today. My name is **Jenny**, and I'll be your guide during this journey. I'm really happy to be here with you and I hope we'll have a great time together.

Let me tell you a little about myself. I'm a **professional tour guide**, and **I've been** working in the tourism industry for over **5 years**. I started out because I've always loved history, culture, and meeting people from all over the world. Being a guide allows me to combine all of that—while helping visitors discover the beauty and stories of this amazing place.

During our time together, feel free to ask questions, take pictures, and most importantly—enjoy yourselves! I'm here to make sure you have a safe, informative, and unforgettable experience.

Once again, welcome! Let's get started!

I'm originally from **Pucón**, and I speak **English and Portuguese**. I'm passionate about storytelling, and one of my favorite things is seeing people connect with the places we visit—not just through facts, but through local traditions, legends, and everyday life.

have (aiv)

Over the years, **I've worked** in various destinations, including **San Pedro de Atacama, Rapa Nui and Los Lagos region**, guiding everything from city tours and nature walks to cultural experiences and adventure trips. These experiences have taught me how to adapt to different groups, keep things fun and interesting, and make sure everyone feels comfortable and included.

Some of my main strengths as a guide are:

- **I'm good at keeping excellent communication and interpersonal skills**
- **I know how to go deep into knowledge of local history and culture.**
- **I enjoy having a good sense of humor and patience.**
- **And above all, real passion for what I do.**

An introduction in working in tourism.

Tourism is about encounters, encounters with people, with places and with experiences. And the most important encounter is the first one: arrivals and greetings. Get that one right and the rest is much more easier.

Arrival encounters can take place anywhere: at the airport, at the hotel, at the campsite, in the restaurant, on the bus. Wherever it takes place the rules are the same:

- Be prepared
- Be interested
- Be helpful
- Be yourself
- Smile

Arrivals



Customer care

Welcoming guests

visitors/ passengers/tourists



Eight simple rules for welcoming guests

- Smile when you greet the customer
- Listen to what the customer is saying
- Make eye contact, but don't stare
- Make sure you look interested
- Address the customer by name
- Don't interrupt the customer
- Keep a reasonable distance from the customer, not too close and not too far
- Always thank the customer when appropriate

Cultural differences in greetings



Even before you say a word, there are many ways of greeting people. How you do it will depend on many things, for example your nationality and culture, how well you know the person you are greeting, your relative ages, and your gender. You need to think about who you are meeting and greeting before you do it.

1 Do you know what each of these ways of greeting is?

1 a handshake



2 a bow



3



Listening

Greeting and introducing

Listen again and complete the sentences.

1 Hello, Peter - it's _____ again. Welcome to Atlanta. How was your flight?
great to see you

2 Hello, and _____ joining us tonight.
thank you

My name is _____ Praphat and this is _____ my colleague Amphai. We'll _____ on tonight's excursion.
be looking after

3 Good _____, Mr Ellman. Is everything to your satisfaction? Can I _____ get you some more wine?
evening

4 May I _____ introduce myself? My name is Chie, Mashida and I'm the manager. _____ to the people who are going to be looking after you during the conference. This is _____ Masako...
I'd like you to introduce

5 A Hi, it's Johann, isn't it? Glad you could make it. _____? How are you doing?
it's

B Good, yeah. You?

A Not bad. Have you _____ met _____ Lucy? She organized this reception.
starry night

6 Ladies and gentlemen, _____ On behalf _____ Paradise Cruises, we'd like to welcome _____ you all on board. We _____ are pleased to offer you a complimentary glass of champagne.
we'd like to welcome

4



a kiss on the cheek

5



a high five

7 You _____ must be _____ Ms Holweger. Welcome to Copenhagen. _____ Can I/ May I _____ take your bag for you?

8 Welcome _____ back _____, Dr Allegretti. Nice to see you again. We've put you in your usual room.

Sample
Tour Guide Speech
in English

[Welcoming tourists]



Hello everyone. My name is Luca. On behalf of Suntan Tours I'd like to welcome you all to Los Cabos. The bus ride to your hotel will take about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.

I would like /wud/

WELCOMING TOURISTS.

"Hello, everyone! Welcome to our tour. I'm thrilled to have you with us today as we explore the beautiful sights of Chile. If you have any questions or need assistance, feel free to ask. Let's make this journey memorable!"

I'd / aid/

Hello everyone. My name is Luca. On behalf of Suntan Tours I'd like to welcome you all to Los Cabos. The bus ride to your hotel will take about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I ask that you remain seated until we reach our destination and that you not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public. Enjoy your vacation, but do drink responsibly and do not drink and drive.

"Good morning, travelers! My name is Pedro, and I'll be your guide today. We're about to discover some incredible spots, so get ready for an unforgettable journey. If you need anything or have questions, don't hesitate to ask. Let's make it a great day!"



At the beginning of the tour

we may say...

Greetings and Welcoming Phrases.

- "Good morning, everyone! Welcome aboard!"
- "Hello and welcome! I'm Aline, your guide for today."
- "Hi there! I'm so glad to see you all. Thanks for joining us!"
- "Welcome to our tour! We're going to have an amazing time together."
- "It's a pleasure to have you with us today. Get ready for a great adventure!"

Phrases to introduce yourself as the guide in charge.

I will I'll /ail/

- "Hi everyone, my name is Claudio, and I'll be your tour guide today."
- "I'm Diego, and I'll be leading you through today's adventure."
- "Nice to meet you all! I'll be your guide as we explore this amazing destination."

What other ways do you know to greet and welcome people? Can we mix phrases and do more expressions?

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Phrases to introduce your partner or the driver.

- "With us today is our fantastic driver, Luis, who will make sure we travel safely and comfortably."
- "Also joining us is my colleague Alberto, who will be assisting during the tour."
- "Say hello to Pamela our amazing driver. She's the one making this journey possible!"
- "I'm not alone today—Estephany is here with me, and we'll both be taking care of you during the tour."

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Speaking

Homework task:

Welcoming visitors

You're meeting a visitor to your country at the airport.

Apart from 'welcome', what topics might you talk about? Choose from the list or think of your own.

- comfortable flight?
- visited this country before?
- hungry or thirsty?
- the weather where they came from
- a brief history of your city
- what's going to happen in the next hour or so
- people and places in the visitor's country that you know

How was your flight? Did you have a comfortable flight?

Hi guys, Is this the first time here?

Are you hungry? Do you need a drink? I can offer you some water or something to eat.

How was the weather in your hometown?

I'm going to tell you the history of the city La Serena.

We are going towards to your hotel, we are going to drop your luggage at the reception.

I have been in your country/ I know your country/ your city