**Izglītības programma : tūrisma pakalpojumi**

**Mācību priekšmets : lietišķā angļu valoda.**

1. **gads**

***Uzdevums: izprast dialogus, sagatavot un iemācīties vienu līdzīgu dialogu***

***Some learning examples of the dialogue of services in Conference hotel***

1.piemērs

Client: Good morning

Receptionist: Good morning

C: I would like to look the most interesting places in your town. Could you advice me anything?

R: I will try to help you. Our town is small and the distances to the most beautiful sights will not be long. I will give you the map. Let’s look map. We are here..... I could recommend you to visit the museum. There is a wonderful exchibition of Latvian artists’pictures and old handicraft. From our hotel you have to go along the Liepājas street as far as /till the end of it. Then turn to the right. Pass St Cathrine church, cross a small river Aleksis and take the second street on your right. Pass restaurant and then just in front of you will be museum.

C: How much does cost the ticket in museum?

R: oh, it is free of charge. The opening time is from 10.00 a.m. till 5.30 p.m.

C: how far is the museum?

R: it is about 30 minutes walking

C: thank you

R: you are welcome

2.piemērs

R: good morning.How can I help you?

C: I have free time today. Where can I go and what to see in this town?

R: I could advice to visit the handicraft centre. It is not far from here. From our hotel You have to turn to the left and go along the pedestrian street as far as the end . Then turn to the left, pass white church, it will be St Cathrine church and just opposite the church you will see the handicraft centre.

C: Perfect. Is possible to buy anything there or it is like museum?

R: it is shop and exchibion together. But sorry, there is not bank card terminal, you need money in cash.

C: where is the nearest bancomat?

R: one bancomat is on your way to handicraft centre, immediately when you will turn left. Another bancomat you can find on the central town’s square. From our hotel You have to turn left, pass the duke Jacob’s monument, cross the town’s square and you will see Swedbank bancomat.

C: thanks a lot

R: you are welcome

R: good morning. How can I help you?

C: How can I order the service of taxi?

R: when do you need the taxi?

C: this afternoon at 5 p.m. I have to be in airport.

R: from our hotel it takes 30 minutes to airport by taxi. Then it is at 4.30 p.m.

C:how much it will cost?

R: it is 10 ,00 EUR

C: is it possible to pay by card?

R: you can pay by card or by cash. So, I order taxi this afternoon at 4.30 for your name, is it right?

C: thank you very much

3.piemērs

R: good morning.How can I help you, madam/sir?

C: I have free time tomorrow. What could I see on this day?

R:There could be some choice. I could recommend you just feel the atmospfere of our small town and to see the Venta waterfall which is the widest waterfall of Europe. It is about 30 minutes walking from our hotel. And we could offer you to choose something from tour packages by bus.

C: Could you tell anything of these packages?

R: we have shorter tours – about 4 hours each without included meal and longer – 8 hours with included local meal.

C: I would like longer tour. What language is in tour.

R: There is audio guide in bus and it is in English, German, Russian. But during walking tours guide is in English.

C: Great.

R: We have 2 longer tours. One is to the Baltic sea coast and another is in inland. Which one would you like?

C: It seems to the Baltic sea.

R: this tour starts at 8.00 a.m. from our hotel. Guide Linda will wait for you here. Tour includes excursion in Edole palace, Alsunga castle, handicraft centre in Alsunga, walking along nature trail on the steep coast and sand beach at Jūrklane with spectaculare view to the Baltic sea, and lunch in one local restaurant with national meal.

C: how much does cost this tour:

R: it is 40 EUR. And you have to book this tour and pay of it till this evening at 7 p.m.

C: I alreday book it now for one person.

R: for which name, please?

C: to my name...............

R: thank you very much.