# **SZÓBELI VIZSGA IDEGENFORGALMI PROFIL**

## ***ROLE PLAY***

**Examinee:** You are **the tour guide of a group of foreign tourist**. The group had dinner in a restaurant last night where **there were problems with the dishes** served (mention 2-3 possible problems) and **the service was also poor**. Make a complaint to the restaurant manager (the examiner) and ask for compensation.

**Examiner:** You are a restaurant manager. A group of foreign tourists had dinner in your restaurant last night. The tour guide of the group (the examinee) is now complaining about the dishes served and the service. React to the problems and offer compensation for the inconvenience caused.

* Could you tell me some information about the group?
* Could you give details of the problems with the dishes served and the service?
* Could we check the order form together?
* Apologise for the poor and inadequate service.
* What kind of compensation would be acceptable for the group?

## ***GRAPH ANALYSIS***

You can see two pie charts/ a bar chart/ a line graph. Please describe and analyse the trends that you can see. You will have one minute to prepare and 2 minutes to talk.

