**Course Syllabus: "English for Tour Guides in Almaty"**

**Course Goal:** Provide basic English language skills necessary for conducting tours in Almaty, including essential tourist phrases, historical and cultural terms.  
**Duration:** 36 hours (12 lessons, 3 hours each)  
**Format:** In-person/online (lectures + practical exercises)  
**Target Audience:** Retirees who want to learn the basics of English for conducting tours in Almaty

**Module 1. Introduction to the Course. Basics of Communication with Tourists**

📌 **Theory:**  
• Course introduction, getting acquainted  
• Basic English phrases for greetings and introductions  
• Pronunciation of key phrases

📌 **Practice:**  
• Role-playing: meeting tourists  
• Repetition of basic phrases in dialogues

**Module 2. Almaty’s Landmarks (Part 1)**

📌 **Theory:**  
• Names of key locations in English  
• How to explain routes to tourists  
• Description of main tourist attractions:

* Panfilov Park and Zenkov Cathedral
* Green Bazaar
* Central Mosque

📌 **Practice:**  
• Creating a short story about landmarks  
• Pronunciation exercises for difficult words

**Module 3. Almaty’s Landmarks (Part 2)**

📌 **Theory:**  
• Continuation of landmark topics:

* Kok-Tobe
* Medeu
* Big Almaty Lake  
  • How to make storytelling engaging

📌 **Practice:**  
• Preparing a mini-tour for a selected landmark  
• Working with audio recordings to improve pronunciation

**Module 4. City Transport and Navigation**

📌 **Theory:**  
• How to explain directions to tourists  
• Description of transport routes and types  
• Common phrases for transport situations

📌 **Practice:**  
• Simulated dialogues: “How to get to…?”  
• Review of real tourist routes

**Module 5. National Cuisine and Restaurants**

📌 **Theory:**  
• How to talk about Kazakh cuisine  
• Description of traditional dishes (beshbarmak, kumis, baursaks, etc.)  
• Helping tourists order food at a restaurant

📌 **Practice:**  
• Role-playing: ordering food at a café  
• Creating a story about traditional cuisine

**Module 6. Culture and Traditions of Kazakhstan**

📌 **Theory:**  
• Key cultural aspects of Kazakhstan  
• National holidays and traditions  
• How to properly present culture to foreigners

📌 **Practice:**  
• Reviewing real tourist questions about culture  
• Creating a mini-presentation on “Kazakh Culture”

**Module 7. Emergency Situations and Assisting Tourists**

📌 **Theory:**  
• How to explain what to do in an emergency  
• Contact numbers for emergency services  
• Health and medical assistance topics

📌 **Practice:**  
• Analyzing dialogues: lost documents, calling a taxi, medical help  
• Simulated situations: “The tourist is lost”

**Module 8. Shopping and Souvenirs**

📌 **Theory:**  
• Where to buy souvenirs in Almaty  
• Description of traditional souvenirs  
• Phrases for shopping and bargaining

📌 **Practice:**  
• Role-playing: buying souvenirs  
• Creating a mini shopping guide for Almaty

**Module 9. Conducting Tours: Structure and Presentation**

📌 **Theory:**  
• How to structure a tour: introduction, main part, conclusion  
• Importance of intonation and speech pace  
• Working with a group: how to keep attention

📌 **Practice:**  
• Trying out tour guiding in English  
• Feedback from the instructor and error correction

**Module 10. Questions and Answers from Tourists**

📌 **Theory:**  
• How to answer unexpected questions  
• Developing improvisation skills  
• Key words and expressions for confident communication

📌 **Practice:**  
• Role-playing: "Guide and Tourist"  
• Practicing responses to difficult questions

**Module 11. Final Tour (Rehearsal and Preparation)**

📌 **Theory:**  
• Preparation for the final tour  
• Personal recommendations for each participant

📌 **Practice:**  
• Conducting a tour along a pre-selected route  
• Evaluating the performance of each participant

**Module 12. Final Session and Certificate Awarding**

📌 **Practice:**  
• Final guided tour in English  
• Summary of the course  
• Certificate presentation

**Course Outcomes:**

✅ Retirees will be able to confidently communicate with tourists in English  
✅ They will master key phrases for conducting tours  
✅ They will learn to explain routes and assist with travel arrangements  
✅ They will develop skills for presenting Almaty’s culture and history

This course will help retirees not only learn English but also find a new and exciting profession!