**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!