

Talking about job responsibilities

Match the job and its responsibility (vocabulary list on page 2)

Bank teller: 1

Accountant: 2

Quality control: 3

Personal assistant: 4

Filling clerk: 5

Hotel receptionist: 6

Marketing manager: 7

Operator: 8

Stewardess: 9

Tour guide: 10

Customer service: 11

Event organiser: 12

A. Takes care of customer complaints and comments _____

B. Accompanies the tourist during holiday trip _____

C. Organises the manager's schedule and accompany the manager _____

D. Supervises the customer at the counter of a bank _____

E. Checks the financial condition of the company: _____

F. Handles all the telephone calls at the office: _____

G. Is responsible for monitoring selling and marketing matters: _____

H. Organises and arranges the files and all office documents: _____

I. Supervises the quality of the products _____

J. Serves the passengers on a plane _____

K. Provides and arranges all preparation on the events _____

L. Serves the customers at the front desk of a hotel _____

Talking about job responsibilities

Useful vocabulary:

to serve

to handle = s'occuper de

to organise

to supervise

to provide

to check

to accompany /i/

to take care of

to monitor = surveiller

a **file /fail/** = un dossier/fichier

a complaint = une plainte

a comment = un commentaire

the front desk = la réception

the schedule = l'emploi du temps, le programme

a bank teller/ a bank clerk = un employé de banque

the counter = le guichet