

WHAT IS THEIR JOB?: HOTEL STAFF

Read this description of a hotel, and match the names of the people in bold with their jobs on the next page.

Hello, and welcome to Eynsham Towers International Hotel. My name's **Lisa Apps**, and I'm responsible for the successful running of the hotel. Let me take you round and introduce you to the rest of the staff.

Let's begin at the front. The man standing by the entrance in the uniform and funny hat is **Richard Taylor**. When guests arrive, he's usually the first person they meet. He'll open your taxi door for you, then welcome you into the hotel. The young man standing next to him is **Geoff Walton**, who will carry your bags in and up to your room. The other young man with them is **Mark Adamson**. If you arrive in your own vehicle, he'll take your keys and park up for you. To tell you the truth, he's a terrible driver: I certainly wouldn't trust him with my Ferrari!

All right, let's go inside. The man behind the desk by the door is **Brian Richards**. If you want to book a taxi, get tickets for a show, hire a tour guide or anything like that, you should talk to him. The woman behind the desk at the back of the foyer is **Jane Byrne**. She's the person who checks guests in, gives them their keys, takes messages for them, and so on. Next to her is **Jack Grant**. He's the person that guests pay when they leave, and he'll also change traveller's cheques or get you cash on your credit or debit card. The woman behind the desk to your right is **Imogen Bradley**: if guests want to book an air or train ticket, make a reservation at another hotel somewhere else or even book a full package holiday, they can speak to her.

Let's go through this door. We're now in housekeeping, and this is **Emma Ranscombe**, one of the people who cleans the rooms, makes the beds, provides guests with sheets, clean towels, toiletries and so on. The next door takes us through to the administration office, where I work. The young lady sitting at that desk deals with all my correspondence and helps me out with general duties; her name's **Felicity Mills**. Over there by the window is **Jennifer Bryant**. Our hotel has facilities for business meetings and so on, and it's her job to organise these for the companies who use this facility. The man at the other desk is **Robin Buxton**, who is in charge of the hotel finances. Hi, Robin. Is that a new Rolex you're wearing? Very nice.

OK, let's go into the restaurant. It's really busy at the moment because we've just started lunch. This is the person who is responsible for the successful running of the restaurant: **Roger Samson**. Good morning, Roger. The two people over there are **Maria Wade** and **Peter Mann**, who take customers orders and serve their food. The man standing by the bar with the big red nose is **Martin Blackwell**. He's our resident wine expert, and he will help you to choose the perfect bottle of wine to go with your meal. And this young lady is **Kitty Hannah**. She meets customers when they come in and takes them to their table. She also adds up the customers' bills. Hello, Kitty

Finally, let's go through to the kitchen. It's hot and noisy, isn't it? Right, well, the woman stirring that big pot is **Hilary Eccleston**, and she's one of the people who assists the man over there shouting at everyone. His name's **Gordon Rhodes-Thomson**, and he is in charge of the kitchen. Good morning, Gordon, how are things going? I beg your pardon? Well, really! The same to you. Finally, the young man washing the plates and glasses is **Laurence Bailey**. Uh, Laurence, that glass you just dropped is coming out of your wages, lad.

1. Lisa Apps
2. Richard Taylor
3. Geoff Walton
4. Mark Adamson
5. Brian Richards
6. Jane Byrne
7. Jack Grant
8. Imogen Bradley
9. Emma Ranscombe
10. Felicity Mills
11. Jennifer Bryant
12. Robin Buxton
13. Roger Samson
14. Maria Wade
15. Peter Mann
16. Martin Blackwell
17. Kitty Hannah
18. Hilary Eccleston
19. Gordon Rhodes-Thomson
20. Laurence Bailey

- meetings and conventions planner
- chambermaid
- concierge
- head chef
- waiter
- cashier
- commissionaire
- sommelier
- porter
- waitress
- manager
- plongeur
- sous chef
- travel agent
- Maitre d'hôtel
- comptroller
- valet
- greeter
- personal assistant
- receptionist