

JOBS IN TOURISM



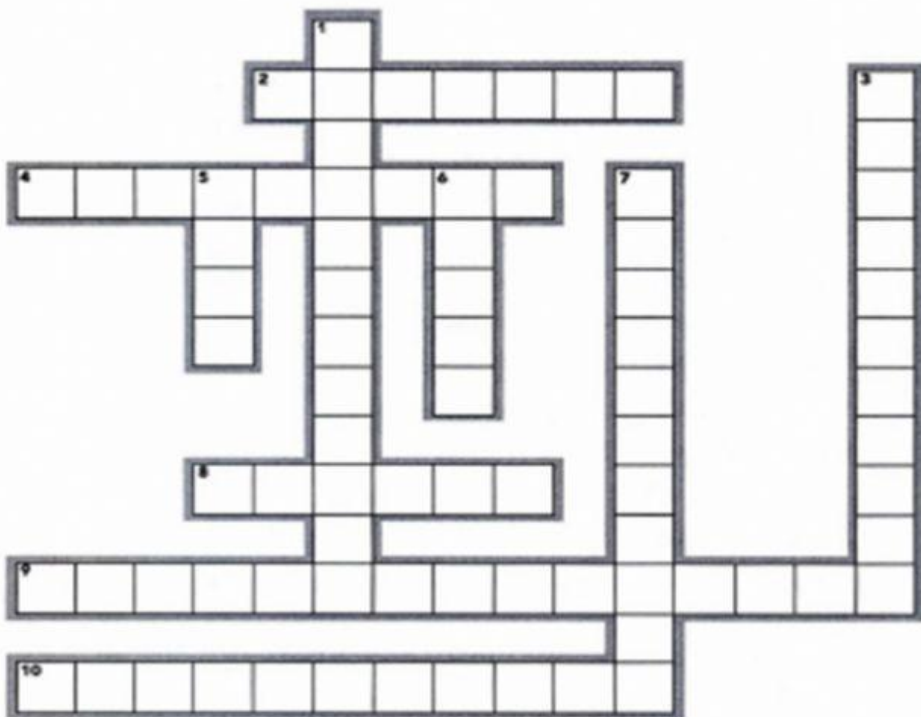
- 1 Look at the definitions and complete the crossword with jobs in travel and tourism.

Across →

- 2 person who carries a guest's luggage to or from the room
- 4 hotel employee responsible for giving advice and additional services to guests
- 8 person who serves at tables in a restaurant
- 9 person responsible for serving food and drinks, and looking after passengers on a plane
- 10 employee of a hotel who cleans and maintains rooms and public spaces

Down ↓

- 1 another name for the front desk clerk of a hotel
- 3 someone who sells or arranges trips or tours for customers
- 5 professional cook
- 6 person who takes visitors on tours of sites, cities, or in nature
- 7 person whose job it is to tell jokes, sing and entertain people



**2 Which job does not relate to each category?
Which sector does it belong to?**

- 1 Accommodation: bellboy, ski instructor, campsite manager, front desk agent _____
- 2 Transportation: coach driver, flight attendant, events manager, cruise director _____
- 3 Attractions: cloakroom attendant, site manager, concierge, theme park supervisor _____
- 4 Food and beverage: museum guide, waiter, kitchen assistant, café manager _____
- 5 Recreation and entertainment: children's entertainer, executive chef, entertainments manager, outdoor adventure guide _____
- 6 Events and conferences: travel agent, conference organizer, pilot, exhibitor _____

3))) 2.1 Read about these jobs in tourism and complete the personal qualities needed. The first letters are given. Listen and check your answers.

- 1 If you want to work as a holiday rep, or resort representative, you need to be outgoing, enthusiastic, helpful, *fl*_____ and have a *pr*_____ appearance.
- 2 A housekeeper has to be *ha*_____*-w*_____, a good team worker, *ef*_____ and also a bit of a perfectionist.
- 3 It's important that a restaurant manager is *or*_____, good at managing a team, and feels *pas*_____ about food.
- 4 If you want to work for a children's attraction, you should be *res*_____ but also fun-loving and *enter*_____ and, most importantly, you have to like children.
- 5 A good tour guide is *enth*_____, patient, *com*_____ and a 'people-person'.



- 4))) 2.2 Put the verbs in the correct group according to the pronunciation of the -s at the end of the verb in the 3rd person singular. Listen and check your answers.

books checks closes communicates deals
does gives helps makes organizes
plans prepares recommends serves
specializes supervises works

/z/	/ɪz/	/s/
deals	closes	books

- 5 Complete these sentences about people who work in tourism using the correct form of the present continuous. Use contractions.
- Yuetung is a concierge in a hotel in Macau. Last week she worked in the afternoon but this week she _____ (work) in the morning. At the moment some guests are asking her for information about the local attractions and her phone _____ (ring).
 - Pawel is a resort manager in a holiday centre. He works six days a week all the year. He _____ (have) a meeting now with some suppliers. They _____ (give) a presentation on new equipment for the water park.
 - Afon is a student but in the summer she works as an entertainments manager in a seaside resort in Wales, UK. At the moment she _____ (plan) the children's activities and she _____ (ask) the magician to include some new tricks in his show.
 - Derek works as a freelance events manager. He usually works three or four days a week. This month he _____ (prepare) stands for an exhibition in Brazil. At the moment he _____ (supervise) the design and printing of publicity material.

- 6 Look again at the people in Exercise 5. Match the people (1–4) to the type of work they do (a–d).
- a seasonal work _____
 - b shift work _____
 - c part-time work _____
 - d full-time work _____
- 7))) 2.3 Listen to Jenny Butler, the executive chef at the Bouvier hotel. Why is she very busy this week? Tick (✓) the correct alternative (a, b or c).



- a The hotel is organizing lunch for 350 guests and she's planning the menu with a chef. _____
 - b The hotel is catering for a wedding with 150 guests and she's checking the fish order. _____
 - c The hotel has a conference dinner for 450 guests and she's making sure everything is OK. _____
- 8))) Listen again and complete the sentences about what Jenny does and what she's doing at the moment. Use contractions where possible.
- 1 I _____ for the Bouvier Hotel and I _____ responsible for the chefs and kitchen staff.
 - 2 At the moment I _____ the menu for a special dinner.
 - 3 The hotel _____ a conference this week and there _____ a lot of guests.
 - 4 I _____ to the restaurant manager to make sure everything _____ perfectly.
 - 5 The food and beverage manager _____ if another supplier can deliver the fish.
 - 6 It's great when a waiter _____ me our guests _____ their meal.