

## Part 3

### Questions 11–15

For each question, choose the correct answer.

#### Robert Allen – tour guide

Seven years ago, I was studying Tourism at college, but needed to find a part-time job as my course was rather expensive. After considering several options, I trained to become a weekend tour guide in my home city – Chicago, USA. This involved taking visitors around the city, and I was surprised to discover how much I enjoyed giving those tours. I got to see the city that I'd been living in my whole life through the eyes of tourists, and it felt like a new experience every time!

After finishing my studies, I decided to go into tour guiding full-time. Although I thought it would be quite simple, in fact when I researched what I had to do, I found out that to get a licence as a full-time tour guide I needed to know a lot more than I'd learnt so far. All city guides have to be able to answer hundreds of questions about the city, covering everything from local architecture and history to the rules of public transport. After several challenging but interesting months, I gained my tour-guide qualification and registered as an independent tour guide.

Tour guiding isn't just about knowing historical facts or making sure you don't lose anyone from your group in the crowds. There are many other necessary skills. You should be able to be entertaining and tell interesting stories, and above all, you need to be able to react to changing situations, for example, if a place that you thought was open is actually closed when you arrive, or a route changes. Tourists don't want to hear what the problems are or that they're missing out on something, they just want to enjoy a well-organised tour.

I need to make sure visitors are happy with my tours, otherwise they could post a negative review online. Like most tour guides, I realise that these reviews are really important, as good reviews attract more customers. That's why making tours fun and stress-free is essential. For me, the enthusiasm and energy I put into my job means that my reviews are usually very good, and my tours are often recommended to other visitors coming to Chicago.

11 Why did Robert decide to start working as a weekend tour guide?

- A to have more fun in his life
- B to see his city in the same way tourists did
- C to help pay for his studies
- D to show visitors how wonderful his city is

12 What does Robert say about becoming a full-time tour guide?

- A He already had all the knowledge he required.
- B He was surprised to discover what was involved.
- C He was afraid some tourists' questions might be too difficult.
- D He found it quite easy to get a licence.

13 What does Robert feel is the most important part of his job?

- A checking that nobody gets lost during the tour
- B solving the tourists' problems
- C giving tourists all the details of any changes
- D dealing with unexpected events during a tour

14 What does Robert say about the reviews he receives?

- A They affect how many people choose his tours.
- B His customers always enjoy reading them.
- C They show his tours are the most popular in Chicago.
- D They help him plan better tours for future visitors.

15 What would be a good introduction to this text?

A Robert Allen tells us about what he did to achieve his childhood ambition.

B Robert Allen talks about what happened when he moved to Chicago.

C Robert Allen describes how his love of tour guiding developed into a career.

D Robert Allen explains why it's particularly hard to become a city tour guide in Chicago.