

Level: B1 Intermediate

Skill: Reading



## Life as a concierge

Being a hotel concierge is a great job. You meet lots of interesting people and you get to help them. But it's also hard work. I start at 7 a.m. and finish at 10 p.m., but I have three hours off in the afternoon.

In the morning, I answer e-mails and phone calls. Sometimes I have to book a table at a restaurant or buy tickets for the opera. At 8 o'clock, I go to the breakfast room. I talk to the guests and give them information about the city. Some guests want to know where the best shops are. Others want to visit a museum or a famous building. I always try to help them. At 9 o'clock, I go to the office.

There are two other concierges - John and Maria. We work together. John is older than me. He's very patient with the guests. Maria is my age. She's very friendly. We're a good team. In the morning, we usually have a meeting. We talk about what's happening today. Then we look at the newspapers. We need to know about the news, the weather, and the sport. After that, we read our e-mails. Sometimes we get more than 100 e-mails a day!

At 10 o'clock, the guests start to arrive. They ask us for information. They want to see the sights. They want to go shopping. They want to eat some good food. We have to know everything about the city. We have to know which restaurants are open on Sundays. We have to know which shops sell designer clothes. We have to know which museums have free entry. We have to know which buses go to the airport. It's not easy. Sometimes we have to use the Internet. Sometimes we have to call a friend. Sometimes we have to ask another concierge in another hotel. But we usually know the answer.

In the afternoon, I have some free time. I go to the gym and then I have lunch. After that, I often go shopping. Sometimes I buy something for myself - a new shirt or a new DVD. Sometimes I buy something for a guest - a bottle of wine or a box of chocolates. At 4 o'clock, I'm back at work. The guests are usually tired after a long day of sightseeing. They want a cup of tea or a glass of wine. Sometimes they want to use the Internet or send a fax. Sometimes they want to talk about their day. We listen to them. We understand how they feel. We always try to help them.

At 7 o'clock, it's time for dinner. I don't go home. I eat in the hotel restaurant. The food is very good. After dinner, I go back to work. I usually finish at 10 p.m., but sometimes I finish later. Last night, I finished at midnight because there was a problem with the heating in a guest's room. Life as a concierge is never boring!

### 1 What does the concierge typically do at 8 o'clock in the morning?

- a Have breakfast with the guests
- b Go to the office and meet with colleagues
- c Start booking tickets for the opera
- d Go shopping for the guests

### 2 How does the concierge describe his relationship with John and Maria?

- a John is unfriendly, while Maria is patient
- b He has a good team dynamic with both of them
- c He prefers working alone rather than with them
- d John and Maria often disagree on tasks

### 3 What is a challenging aspect of the concierge's job when guests arrive at 10 o'clock?

- a Keeping up with the latest fashion trends
- b Knowing where all the shops are located
- c Having to be knowledgeable about the city
- d Finding time to relax during the day

### 4 What does the concierge typically do during his afternoon free time?

- a Go shopping for guests
- b Attend a meeting with colleagues
- c Answer e-mails and phone calls
- d Have lunch and visit the gym

### 5 What is a common request from guests in the evening?

- a Assistance in booking a taxi
- b Recommendations for nightclubs
- c A cup of tea or a glass of wine
- d Help with sightseeing plans

