READING

1 Read the article about people who work at Heathrow airport and tick (✓) A, B, or C.

Airport jobs

At Heathrow airport, there are hundreds of interesting jobs people can do. We spoke to three people who work there.

James Green, 26, security officer

'After I left college, I worked for a security company abroad. I wanted to come back to the UK so I applied for a job as a security officer at Heathrow. It's our job to keep passengers and staff safe at all times. I meet passengers from all over the world every day and help them with their problems. People are usually friendly, but sometimes they get angry, especially if there are long queues or delays.'

Teresa Jones, 30, service manager

'My job is to help passengers have a good journey through the airport terminal, from Arrivals to Departures. I talk to people all day and I'm tired in the evening. But it's also very exciting, because it changes all the time. One minute you are making new travel arrangements for passengers, and the next minute you are dealing with a problem at passport control. The only bad thing about my job is getting up very early.'

Husain Khaled, 35, terminal controller

'My first job at the airport was as a security officer. After that, I did a lot of different jobs here. When I saw a job for a terminal controller, I decided to apply. I like doing this work because there are all kinds of things to deal with – security, communication, safety, and so on. It can be very busy and I spend a lot of time talking to people on my mobile, but it's always interesting.'

Example: James meets passengers from all over _____.
A the UK B the world ✓ C Asia

1 James helps passengers with their _____.
A problems B tickets C baggage

2 James says that people are usually _____.
A hungry B friendly C angry

3 In her job, Teresa _____ all day.
A worries about people B agrees with people C talks to people

4 Teresa thinks her job is _____.
A difficult B exciting C boring

5 Husain doesn't talk about _____.
A communication B delays C security

6 Husain enjoys working as a terminal controller because _____.
A he does lots of things B the people are friendly C he likes airports

LIVEWORKSHEETS

2 Choose *J* for James, *T* for Teresa, or H for Husain.

Example: I worked in another country. __J__

7 The bad thing about my job is getting up early.

8 My job changes all the time.

9 Before starting work, I went to college.

10 Before this job, I did many different jobs here.

11 I feel tired in the evening.

12 My job is to keep passengers safe at all times.

13 I help passengers have a good journey through the airport terminal.

14 I talk to people on my mobile phone a lot.

15 I deal with problems at passport control.

LIVEWORKSHEETS