

LISTENING

English for tourism

1. Darina Farrell is the Assistant Housekeeper of an international hotel in the Caribbean.

Listen and answer the questions:

- A) What are the SOs?
- B) What are the COs?

2. What do housekeepers usually do if they have an SO?

Listen and tick the phrases you hear.

- a) Change the sheets
- b) Use the computers
- c) Check the soap
- d) Change the towels
- e) Clean the bathroom
- f) Make the bed
- g) Tidy the bedroom
- h) Use the air freshener



3. Darina talks about her working hours. Listen and answer the questions.

- a) How many days a week does she work?
- b) How often does she work at the weekend?
- c) When does she have some free time?
- d) What hours does she sometimes work on Mondays?



4. Listen to Darina and complete the notes.

1. She is responsible for six to chambermaids.
2. One of her main duties is to new staff
3. She has a beeper so that people her.
4. After the chambermaids have cleaned the rooms, she that everything is OK.