

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 bleeper so that people her.
- 4. After the chambermaids have cleaned the rooms, she that everything is OK.