

CASE STUDY

CHOOSE THE RIGHT PERSON FOR THE JOB

CASE STUDY MENU

Aim: To choose the best candidate for the job of Assistant Cruise Director.

- 1 Read the job advertisement.
- 2 Complete the candidates' profiles.
- 3 Interview the candidates.
- 4 Meet to decide the best candidate.

Assistant Cruise Director

- 1 Work in pairs. Read the job advert and make a list of the experience and personal qualities necessary to apply for the job.

Assistant Cruise Director: salary \$2,600–\$2,800/month

We are looking for a motivated person for the post of Assistant Cruise Director.

Duties:

- meet and greet guests during embarkation and disembarkation
- help the cruise director in planning guest entertainment and in managing the entertainment budget
- *host daytime and evening activities, e.g. parties, game shows, bingo
- recruit, train and supervise entertainment staff
- socialize with guests and maintain a high level of passenger satisfaction

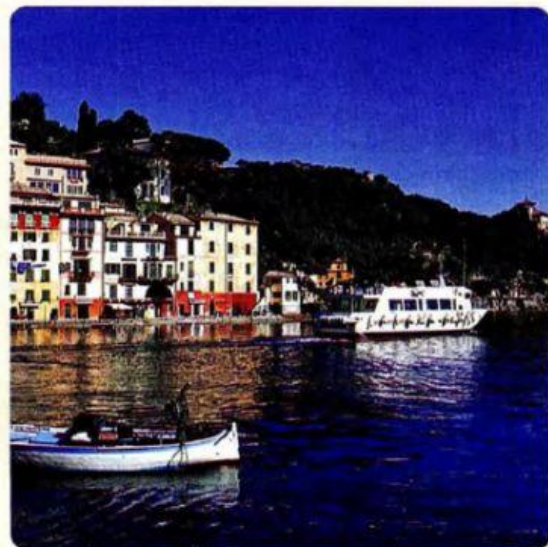
Requirements:

- strong organizational skills
- experience working with large groups of people and public speaking skills
- ability to interact with people of all ages
- minimum two years' experience in public relations, entertainment, recreation or guest services

Contract:

- six months on ship; six weeks' holiday
- return airfares, meals, accommodation and uniforms provided

*host = introduce a show



Candidate profiles

- 2 Read about two candidates for the job and complete their profiles. Do you think they are strong candidates?

1 Angelica Davies

Age: 28

Nationality: British

Current position: ¹ _____

Personal qualities: ² _____

Education and training: ³ _____

Experience and skills: ⁴ _____

I started working on the front desk at a hotel when I was 18, and I learnt a lot about customer service skills there. I became a receptionist on a cruise ship five years ago. After two years, I moved into the Entertainment Department and I am now Shore Excursion Manager. I give presentations to passengers to promote and sell excursions before we arrive in each port. I also supervise the shore excursion staff. I think I have the right qualities for this job – I'm very outgoing, hard-working and flexible.



2 Bruno Rossi

Age: 32

Nationality: Italian

Current position: ⁵ _____

Personal qualities: ⁶ _____

Education and training: ⁷ _____

Experience and skills: ⁸ _____

I have sixteen years' experience as an entertainer. I left school at 15 and started work in a gift shop in Rimini. I learnt English talking to tourists in the shop. At weekends I play in a band. I became a singer, musician and DJ on cruise ships seven years ago. I often help the Cruise Director organize the entertainment and I host lots of activities. I'm extrovert and friendly and I enjoy entertaining people. I speak English, Italian and some Spanish, and I'm learning French at the moment.



- 3))) 2.5 Listen to the third candidate and complete her profile.

Julie Quinn

Age: 25

Nationality: Australian

Current position: Youth Activities Coordinator

Personal qualities: ¹ _____

Education and training: ² _____

Experience and skills: ³ _____



- 4 Work in pairs or small groups. Which candidate from Exercises 2 and 3 would you choose for the job and why?

TASK

- 5))) 2.6 Listen to part of the interview with Angelica Davies. Complete the questions 1–5 and make a note of Angelica's answers.

1 Why do you ¹ _____?

2 What ² _____ do you ³ _____?

3 What do you ⁴ _____ about working on a cruise ship? And what do you ⁵ _____?

4 What ideas do you have for ⁶ _____?

5 Why should we ⁷ _____ this job?

- 6 Work in pairs. Student A turn to File 6, page 103. Student B turn to File 11, page 104. Roleplay the job interviews with Julie Quinn and Bruno Rossi.

- 7 Work in small groups. Discuss the best candidate for the job. Consider the following points:

- personal qualities
- experience and skills
- education and training
- interview performance

UNIT 2: KEY WORDS

communicative deal with
efficient enthusiastic flexible
hard-working outgoing
qualification recruit
responsible for seasonal shift
skills temporary training
See DVD-ROM Mini-dictionary

TIEMPO ESTIMADO

Una semana.

EVALUACIÓN – TRABAJO PRÁCTICO N°1

PARTE 1:

Completar el cuestionario en la plataforma en la sección/pestaña EVALUACIÓN.

El formulario estará habilitado el día LUNES 24 DE MAYO de 15:30 a 16:30hs.

Temas: Números (ordinales, fechas, porcentajes, fracciones,)

Como actividades de práctica para el cuestionario del día 24/05, encontrarán un link en la plataforma.

PARTE 2 TRABAJO PRÁCTICO 1

Teniendo en cuenta lo visto en la presente clase, realizar un video en pares, simulando una entrevista de trabajo. Para ello, deberán realizar la actividad 6 de la página 23.

La elección de herramienta para realizarlo queda a elección de los estudiantes, pero el resultado final solo puede ser entregado como link para visualizar el video desde YouTube o Google drive.

Fecha límite: MARTES 25/05

Aspectos que se considerarán al evaluar el video:

- Vocabulario
- Gramática
- Pronunciación
- Fluidez
- Creatividad

BIBLIOGRAFÍA / WEBGRAFÍA

- DUBICKA, I. y O'KEEFIE, M. (2015) English for International Tourism- Pre-Intermediate-New Edition- England- Pearson Education