

MIDTERM REVISION

TIẾNG ANH DU LỊCH – KHÁCH SẠN

UNIT 8: JOB INTERVIEWS

I. LISTENING

Task 1: Listen to a job interview, then fill in the gaps with NO MORE THAN TWO WORDS.

The candidate is applying for the (1) _____ position. She has just graduated recently with a (2) _____ major. Therefore, she has the knowledge to introduce (3) _____ and answer tourists' questions. While studying, she worked as a(n) (4) _____ in a local shop. Her strengths include problem solving and (5) _____ skills.

Task 2: Listen to a job interview and answer the questions with NO MORE THAN THREE WORDS.

1. What position is Ms. Yang applying for?
2. How is new staff that Ms. Thompson is always looking for?
3. How long is Ms. Yang's internship at the ABC Hotel?
4. What kind of guests did she mainly deal with at the ABC Hotel?
5. What does she have a good memory about?

Task 3: Listen to a job interview, and fill in the gaps with NO MORE THAN TWO WORDS.

1. Michel has got his _____ for one and a half year.
2. One of the reasons he is looking for a new job is that he hopes to learn more _____.
3. He believes working at this hotel is beneficial to his _____.
4. He has the ability to work well in a team and _____.
5. There are _____ other applicants also interviewed for the job.

II. READING

Task 1: Read the Virgin Atlantic advert, then fill in the gaps with NO MORE THAN FIVE WORDS.

Travel Adviser - The Office, Crawley

The Image

At Virgin Atlantic, we're renowned for our high standards of customer service and know that first impression count.

Our Reservations Team creates a rapport with our callers, understanding their needs, and providing advice and assistance on all their travel requirements. The responsibilities are varied and include promoting Virgin's ever expanding range of services, whilst maintaining our high levels of customer service.

The Demands

Speaking to around 100 callers each day, you need to be self-motivated whilst maintaining high levels of accuracy in this busy environment. On your shift pattern, there will be a variety of start and finish times, including some early mornings and late nights. Don't forget, shift work means you might have to work weekends and bank holidays.

The Interview

The interview process consists of a group interview, which will last approximately one and a half hours. You will then take part in a series of exercises. Our experienced recruitment assessors will monitor your performance and look for specific competencies such as customer relationships, service orientation, and attention to detail. If you are successful through the group stage, you will be asked to attend an individual interview with two recruitment assessors. You will be notified of the outcome of this final stage in writing.

The Rewards

The starting salary is generous and, as a shift worker, you will also receive a shift allowance. There is an increase to the basic salary on successful completion of your six-month probationary period.

On completion of the probationary period, you will be entitled to a generous holiday allowance and a discretionary benefits package which includes a pension, life assurance, Virgin Group discount scheme, and concessionary travel (one of the best in the business!)

1. Virgin Atlantic is well-known for its _____.
2. The Reservations Team offers customers support in _____.
3. The candidates need to be _____ when working in this demanding environment.
4. The recruiters search for candidates' _____ relevant to the job during the group interview.
5. The candidates will receive the interview's results _____.
6. The new employees are eligible for salary increase, holiday allowance as well as benefits package once they finish the _____.

Task 2: Read about Andrew Sharpe from Jamaica, then answer the questions with NO MORE THAN FIVE WORDS.

Andrew Sharpe

Personal details

Age: 28

Single

Born in the Parish of Manchester, Jamaica

Tourism experience

Started in tourism at the age of twelve, as an assistant in a restaurant

Trained on the Cayman Islands - one-year work experience as a chef

Other tourism jobs: hotel front desk, car rental supervisor, night manager of a small hotel, check-in clerk for a charter airline

Present job

Runs his own tour company ('Authentic Caribbean Holidays Ltd.')

Promotes 'Unique Jamaica' programme (adventure travel)

Attends trade fairs

Runs in-school programmes for Jamaican students to teach tourism development, sustainability, and community tourism

Offers internships and work experience for university students

'There's so much to do in tourism. There are many aspects: hotels, water sports, tour operation, travel agents.'

What do you need to succeed in tourism?

'Working in tourism is about love - love for the industry. If you don't love it, forget it. It's a people industry. It's providing service. It's people enjoying and experiencing your culture. That's crucial. If you don't have that love, it doesn't make sense. If you work in the industry, you've got to love it.'

What do you like about tourism?

'You get to experience different cultures, coming to Europe to see how they operate and live, what they like... In Europe you see something done differently which can help you with the same procedure back home, looking at it from a different angle. Even travelling inter-island, visiting various islands, then you see "OK, this island does it this way, we do it that way", and so forth.'

What do you do to relax?

'As a Caribbean, part of our life is enjoyment - having fun, our music, food, culture - it's natural for us. I play cricket. I love cricket, with friends, on the beach, and football...'

What's the future for you?

'My goal is hopefully to become Minister of Tourism, that's my main goal. You have to have a rounded knowledge of the industry, from ground level to the top.'

1. When did Andrew begin working in tourism?
2. How many jobs has he done in tourism?
3. What does he do now?
4. Which job opportunities does he provide college students?

5. What does he think is the most important when working in tourism?
6. What is he able to do when working in tourism?
7. What does he want to do in the future?

Task 3: Read the job description, and fill in the gaps with NO MORE THAN FOUR WORDS.

SO YOU WANT TO BE A RESORT REPRESENTATIVE?

The work

Resort representatives are the first point of contact for holidaymakers at their destination. They represent the tour operator, and aim to ensure the success of the clients' holidays.

Representatives meet each party of holidaymakers on their arrival at the airport and accompany them by coach to their accommodation. Usually, they hold a welcome meeting soon after arrival to give the holidaymakers information about resort facilities and attractions.

Resort representatives arrange regular times to meet holidaymakers to make announcements and deal with enquiries and problems. They keep an information board, and often a folder of useful information, up-to-date. They may also arrange, book, and sometimes accompany excursions and sightseeing trips and arrange car or ski hire.

In addition to this, they need to be available at almost any time to give advice, solve problems, and deal with emergencies such as loss of passports or money, illness, or difficulties with accommodation.

The completion of paperwork is an important aspect of the job. This involves keeping records and writing reports of complaints and incidents such as illness.

Hours and environment

Representatives' work is seasonal. Depending on the resort / country, holiday seasons may run from April onwards, October to January or January to April. Hours of work are variable. Representatives often work from early morning to late evening and at weekends and can be on call 24 hours a day.

A driving license is usually needed, as representatives need to travel between hotels or other holiday accommodation and may be responsible for a wide area.

Skills and personal qualities

As a resort representative, you should be self-confident, with a pleasant, cheerful, and outgoing nature.

1. Tourists are provided with information about the resort amenities at the _____.
2. Occasionally, a resort representative not only makes arrangements but also accompanies tourists on their _____.

3. Resort representatives are also responsible for the _____ such as reports of complaints and incidents.
4. Due to the _____ working hours, they need to be available at almost any time.
5. A resort representative may need to have a(n) _____ if he is in charge of a large area.

III. WRITING

Choose the best answers. Write the letter A, B, C or D in the box.

1. I/ be/ write/ reference/ your advertisement/ tour guide position.
 - A. I am writing in reference to your advertisement for the tour guide position.
 - B. I am writing with reference for your advertisement of the tour guide position.
 - C. I am writing with reference to your advertisement for the tour guide position.
2. I/ graduate/ Boston University/ last spring/ major/ Hospitality Management.
 - A. I graduated in Boston University last spring majoring of Hospitality Management.
 - B. I graduated from Boston University last spring major in Hospitality Management.
 - C. I graduated from Boston University last spring majoring in Hospitality Management.
3. During/ internship,/ which/ part/ job/ give/ you/ most/ sense/ achievement?
 - A. During the internship, which part of the job has given you most sense of achievement?
 - B. During your internship, which part of the job gave you the most sense of achievement?
 - C. During your internship, which part in the job gave you most of the sense achievement?
4. If/ you/ give/ position,/ I/ confident/ that/ I/ will/ fit/ right.
 - A. If you give me the position, I am confident that I will fit right in.
 - B. If you gave me the position, I am confident that I would fit in right.
 - C. If you give the position, I am confident that I will fit right in.
5. If/ someone/ offer/ you/ job/ another country,/ you/ accept/ it?
 - A. If someone offers you a job in another country, would you accept it?
 - B. If someone offered you a job in another country, would you accept it?
 - C. If someone offers you a job in another country, you would accept it?
6. I/ currently/ work/ concierge/ the Bubble Hotel/ South America.
 - A. I currently work as a concierge in the Bubble Hotel in South America.
 - B. I am currently working as a concierge for the Bubble Hotel in South America.
 - C. I am currently working as a concierge for the Bubble Hotel at South America.
7. training/ give/ me/ background/ speak/ knowledgeable/ local sites.
 - A. My training gives me the background to speak knowledgeably about local sites.
 - B. My training has given me the background to speak knowledgeable of local sites.
 - C. My training gave me the background speaking knowledgeably of local sites.
8. I/ would like/ apply/ post/ night auditor/ advertised/ your company's website.
 - A. I would like applying for the post of night auditor advertised in your company's website.
 - B. I would like to apply of the post of night auditor advertised on your company's website.
 - C. I would like to apply for the post of night auditor advertised on your company's website.
9. I/ would/ enjoy/ be/ part/ your business/ and/ be/ available/ interview/ your convenience.

- A. I would enjoy being a part of your business and am available for an interview in your convenience.
 - B. I would enjoy being a part of your business and am available for an interview at your convenience.
 - C. I would enjoy to be a part of your business and am available of an interview in your convenience.
10. It/ very easy/ competitor/ make/ offer/ front-of-house staff.
- A. It is very easy of a competitor to make offers for front-of-house-staff.
 - B. It is very easy for a competitor making an offer for front-of-house-staff.
 - C. It is very easy for a competitor to make an offer to front-of-house staff.