

My Job

Read the text about "Erick's Job" and answer the questions below.

I am a hotel receptionist. I usually work from 7 am to 3 pm, but occasionally, I work nights. I prefer working during the day because I meet more guests. When I'm on the night shift I'm responsible for the "close of day." I check both the manual records and the computer records to see which rooms are occupied, unoccupied, closed for maintenance, and need cleaning. The manager is not on duty at night or on the weekends, so I am responsible for everything at these times.

During the day shift, I send faxes and emails confirming bookings, check-in new guests, and prepare bills for the guests checking out. I also answer the telephone calls, deal with enquires, take reservations, and put calls through to other departments.



Questions

1. Where does Erick work?

2. Why does he prefer working during the day?

3. What is he responsible for on the night shift?

4. What does he do during the day shift?

5. Why is he responsible for everything at night or on the weekend?

