



### 1. Match the picture

- A. international flights
- B. transit lounge
- C. customs
- D. domestic flights
- E. check-in
- F. baggage claim
- G. tax-free shop
- H. left luggage
- I. passport control



**Monika** ☐

I work six days a week, including evenings. In this job you need to be well organized and efficient. I plan the menus with the chef, handle the day-to-day running of the business, do the accounts, and manage a team of ten. The only part of the job I don't like is dealing with customers' complaints.

**Juancho** ☐

I work in the centre of Bogotá at TransMilenio C11 26 station. My job is to advise tourists about accommodation, transport, and sightseeing. It takes a lot of energy - you need to be patient and friendly. I really like helping people to have a nice time in my city, but it's very tiring.

- Restaurant qualities \_\_\_\_\_
- Tourist information officer \_\_\_\_\_
- Hotel receptionist \_\_\_\_\_
- Tour leader \_\_\_\_\_

**Ramón** ☐

What I like about my job is that every day is different. I'm part of a team and we all get on well. I have to check guests in and out of the hotel, take reservations, and sort out problems. I enjoy dealing with people - except the ones who are rude. For a job like this, you need to be a sociable person and to be diplomatic.

**Alex** ☐

When I'm on a tour, I'm my own boss, and I really enjoy that. You need to be calm and resourceful for this job. Basically, I'm responsible for making sure that the tour goes smoothly and that people enjoy their holiday. I check the transport arrangements, organize the accommodation, tell people what's happening each day, and deal with any problems. The only negative thing is that it's a big responsibility.

### Write the correct name

- a. \_\_\_\_\_ doesn't like dealing with complains
- b. \_\_\_\_\_ likes helping people to have a nice time in the city
- c. \_\_\_\_\_ like being his/her own boss
- d. \_\_\_\_\_ doesn't like rude people

### Write his/her responsibilities

- a. Juancho
- b. Alex
- c. Ramón
- d. Monika

### Speaking

Think about **what do you do every day** and say the **personal qualities you need**  
**(1)**travel agent **(2)**resort manager **(3)**interpreter **(4)**check-in staff **(5)** courier

The receptionist (R) at the Hotel Tequendama is taking a telephone reservation from a guest (G). Organize the activities

- a. Ask when the reservation is for ☐
- b. Ask for the guest's name ☐
- c. Give price of the room ☐
- d. Ask how many nights the guest is staying ☐
- e. Give the name of the Hotel ☐



f. ask for credit card number ☐



- R Hello, Hotel Tequendama. Can I help you?  
 G Hello. I'd like to make a reservation, please.  
 R Certainly. When is it for?  
 G for the weekend of 25th and 26th October  
 R ok How many nights is that for?  
 G Three nights – Friday, Saturday, and Sunday.  
 R Is that a single or a double room?  
 G A double room please. With a bathroom.  
 R All our rooms have a bathroom. That's 207.000 COP per night, including tax.  
 G That's fine  
 R would you like a smoking or non-smoking room?  
 G Non-smoking, please.  
 R OK, so that's a double room, non-smoking, for three nights, from Friday 24th to Sunday 26th October  
 G That's right
- R Can I have your \_\_\_\_\_ please?  
 G Yes, it's Herrera, Joaquin herra  
 R Sorry, can you spell that, please?  
 G Yes, it's J-O-A-Q-U-I-N HERRERA H-E-R-R-E-R-A  
 R OK, Can I take your \_\_\_\_\_ details?  
 G It's a Visa card, number 4838 1867 3321 0089  
 R Let me just check ... 4838 1867 3321 0089  
 G That's right.  
 R And what's the \_\_\_\_\_?  
 G It's 05/18 October 5th, 2018  
 R OK, that's all \_\_\_\_\_ for you. Mr. Herrera We'll look forward to seeing you on October 5th  
 G Thank you very much. Goodbye.
- confirm - Credit Card - Expiry date - name

Fill the gaps with the phrases

we'd like a ■ your table is ready ■ can I have  
 ■ what name is it ■ Do you have ■ Would you  
 like ■ Here's the menu ■ can I help you ■ so  
 that's ■ I'm sorry, we're fully booked

- 1 A Hello, <sup>1</sup> \_\_\_\_\_?  
 C Hi, yes, <sup>2</sup> \_\_\_\_\_ table for two.  
 A <sup>3</sup> \_\_\_\_\_ a reservation?  
 C No, we don't.
- 2 A <sup>4</sup> \_\_\_\_\_ at the moment. But we have a cancellation at 9.00.  
 B At 9.00. Yes, that's fine.  
 A OK, <sup>5</sup> \_\_\_\_\_, please?  
 B Martin.  
 A <sup>6</sup> \_\_\_\_\_ smoking or non-smoking?  
 C Non-smoking, please.
- 3 A Would you like a drink while you're waiting?  
 B Yes, er... <sup>7</sup> \_\_\_\_\_ a beer, please?  
 A And for you?  
 C I'll have a sparkling mineral water.  
 A OK, <sup>8</sup> \_\_\_\_\_ a beer and a water.
- 4 A Excuse me, <sup>9</sup> \_\_\_\_\_. This way, please... Is this table all right for you?  
 C This is fine.  
 A <sup>10</sup> \_\_\_\_\_, the specials are on the board.  
 B Thank you.

International signs





SCORE \_\_\_\_\_ DEBORA ARANGO SCHOOL NAME \_\_\_\_\_ GRADE \_\_\_\_\_ SEP 27<sup>TH</sup>, 2018

