UNIT 1: JOBS IN TOURISM AND HOSPITALITY

Vocabulary

Exercise 1: Match the words/phrases in column A with a suitable word in column B to make a compound word

a	b	compound word
banquet	agent	1. _____
food and beverage	attendant	2. _____
front desk	auditor	3. _____
maintenance	consultant	4. _____
night	leader	5. _____
room service	manager	6. _____
travel	officer	7. _____
travel sales	clerk	8. _____
Tour	manager	9. _____
tourist information	worker	10. _____

Exercise 2: Choose the best answer A, B or C to complete the following sentences

1. A concierge helps guests to organize their travel arrangements, gives them information and _____ all problems.

A. looks after B. works on C. sorts out

2. The main duties of a housekeeper are _____ laundry and cleaning as well as providing towels and bed linen.

A. looking after B. working on C. dealing with

3. A receptionist checks guests in and out, takes _____ and makes sure that everyone's getting the service they need.

A. complaints B. enquiries C. reservations

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4. A travel sales consultant _____, books package tours, arranges car hire and designs individual holidays.

A. buys holidays B. sells holidays C. takes reservations

5. A night auditor has to be reliable because she _____ all hotel's financial problems.

A. does B. handles C. arranges

6. He is appreciated to be an excellent _____ of the month because he could take groups of 50 on organized holidays to Vietnam.

A. tour operator B. tour guide C. tour leader

7. A _____ takes reservations, checks guests in and out of the hotel, sorts out problems and deals with customers' complaints.

A. travel sales consultant B. tourist information officer C. front desk clerk

8. Becoming a wonderful _____, she has to learn how to cook delicious meals in the hotel's restaurant and manage restaurant staff.

A. bellhop B. chef C. operations manager

9. The duty of an information officer is to _____ about the attractions and accommodation available in their local areas.

A. give advice B. introduce C. offer help

10. She is really _____ about her new job as there are great opportunities for her to get promotion.

A. enthusiastic B. courteous C. reliable

Grammar

Exercise 1: Choose the best answer A, B or C to complete the following sentences

1. A tour leader is _____ charge of sorting out any guests' problems.

A. in B. on C. for

2. All hotel staff should be _____ duty at busy time.

A. at B. in C. on

3. The new secretary is very helpful. She is responsible _____ her managing director.

A. in B. to C. for

4. A food and beverage manager is _____ charge of general operations of a hotel kitchen and bar.

A. on B. for C. in

5. One of the main duties of a tour guide is _____ visitors the places of interest.

A. show B. to show C. to showing

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6. The housekeeper _____ look after guests, clean rooms and other hotel facilities.
A. should B. must C. have to
7. As a waitress, you _____ provide good service for guests.
A. has to B. have to C. have
8. All guests _____ smoke in the non-smoking rooms.
A. mustn't B. don't need to C. don't have to
9. Working as a chef, he _____ do the late shifts every day.
A. mustn't B. don't have to C. doesn't have to
10. An operations manager _____ make sure that all hotel employees are ready to start work at 8.00 a.m.
A. should B. need to C. have to

Exercise 2: Give the correct forms of the verbs in the brackets to complete the sentences

1. A valet is responsible for _____ guests' cars at a hotel or a restaurant. (park)
2. All staff of our hotel _____ good at communication skills. (be)
3. A banquet manager has to _____ all the events that take place in the hotel. (organize)
4. A night auditor is in charge of _____ the accounts and also checks guests out of the hotel if necessary. (do)
5. A concierge is skilled at _____ all kinds of requests and inquiries that guests make. (handle)
6. A front desk clerk mustn't _____ that his/her main duty is to check guests in and out of the hotel. (forget)
7. _____ on a presentation for clients is one of the main jobs of a tourist information officer. (work)
8. Normally a concierge works day shifts but this week she _____ the late shifts due to high season. (do)
9. Maintenance engineers are responsible for _____ a wide range of essential tasks, helping to ensure the smooth operations that result in happy customers. (perform)
10. The main duty of a tour leader is to make sure that the tour goes smoothly and no one _____ wait. Therefore, he needs to be punctual. (have to)

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