HANDOUT 1

UNIT 1: JOBS IN TOURISM AND HOSPITALITY

III. LISTENING

Task 1: Listen to a job interview between an interviewer and Mina and then fill the missing words into the blanks with NO MORE THAN TWO WORDS.

Conversation 1:

1. Mina is in an interview for a _____.
2. Although it's a _____ job, she still wants to try.

Conversation 2:

3. Mina wants this job because she has _____ at all.
4. She can speak English, Japanese and _____.
5. She'd like to work in _____.

Task 2: Listen to a job interview and complete the note with NO MORE THAN TWO WORDS AND/ OR A NUMBER.

Interview Form

- Name: Vicky Brownlow.
- Age: 22
- Position applied for: Office Manager

Two years' experience abroad.

- First job:

worked for (1) _____

length of time stayed: (2) _____

- Second job:

worked as (3) _____ in a hotel.

- Third job:

worked for (4) _____

got up at (5) _____

- Bank International:

worked in (6) _____

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IV. READING

Task 1: Read the text about Milan Havel, an assistant manager and complete the sentences with NO MORE THAN FOUR WORDS.

My name's Milan Havel and I am an assistant manager at the Hotel Ambassador in London. There are two assistant managers, and one of us is always on duty at busy times. The general manager has overall responsibility, of course, and we report directly to her. We are responsible for the day- to- day running the hotel. We plan the work schedules, manage the accounts, and deal with any problems to do with staff or guests.

We have a staff of about 100 people. Basically, there are four departments, each with its own manager.

Firstly, there's front of house- that's receptionists, the people who deal with our guests on a daily basis. They check guests in and out, take reservations, make sure that everyone is getting the service they need. The reception team usually consists of a supervisor and two or three receptionists, depending on the time of the day. They report to the front of house manager, who is also in charge of the porters and doormen.

Then there's housekeeping - all the services to do with the rooms. The head housekeeper is in charge of this. She has a team of maids who make up the rooms, provide towels and bed linen, and ensure that everything is ready for a new guest. She also looks after laundry and cleaning in other parts of the hotel.

The banqueting and conference manager organizes all the events that take place in the hotel. That could be a one- day conference for twenty people, or a big corporate function with hundreds of guests. He has a team of event organizers who look after groups and parties. For smaller functions we use our in-house catering staff, but for big occasions we employ agency staff by the hour.

And finally, there's the food and beverage manager. The food and beverage manager is responsible for the restaurant and the kitchen. Three people report directly to him: the head waiter, the bar manager and the head chef. The head waiter manages the specialists wine waiters and the other waiters and waitresses. The bar manager is responsible for the bar

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staff. The head chef manages the kitchens and under him comes the assistant or sous chef. Then the other chefs report to the sous chef. Finally, the kitchen porters come at the bottom of that reporting line.

1. The assistant managers are in charge of planning the timetables, managing_____, handling with any problems to do with employees and customers.

2. _____are responsible for making sure that guests are offered the services they want.

3. The _____is the department which deals with all the room services.

4. The hotel employs _____for small events but agency employees for big functions.

5. The head waiter, _____and the head chef have to report to the food and beverage manager.

Task 2: Read the passage then answer the following questions with NO MORE THAN FOUR WORDS OR A NUMBER.

TIME FOR AN ADVENTURE?

Are you a bit bored with your nine-to-five routine? Have a look at our exciting range of holidays and decide what type of adventure you'd like.

Activity holidays: Our activity holidays are for everyone, people who love danger or who just like sports. We have a hug variety of water, snow, or desert holidays. We take you SCUBA diving in the Red Sea or kayaking and white water rafting in Canada. If you prefer snow, you can try skiing or snowboarding in the Alps or even igloo building. For those who like warm weather, we also have sandboarding (the desert version of skateboarding) or camel safaris.

Polar expeditions: Take a cruise to Antarctica or the northern Artic; explore a land of wild natural beauty and wonderful wildlife. Our experts will explain everything about the two poles as you watch the penguins in Antarctica or whales or polar bears in the Artic. There's no greater adventure than travelling to the ends of the earth. A once-in-a-lifetime experience!

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Cultural journeys: Our cultural journeys will help you to discover ancient civilizations: India, Thailand and Egypt and many more. Visit temples, palaces and ancient ruins - just remember to bring your camera! Get to know local ways of life by exploring markets, trying exotic food and meeting local people.

Trekking tours: we have trekking holidays to famous places such as: Machu Picchu or the Everest Base Camp Trek as well as some nearer to home in the Highlands of Scotland. You don't need to be very sporty, just fairly fit. You'll have a great time enjoying nature with a group of new friends. Some of the holidays including camping, but we'll transport the tents for you!

1. Who will be suitable for activity holidays?
2. How many types of activity holidays?
3. What destinations will you visit if choose polar expeditions?
2. From whom will you get all information about the two poles?
5. Which holidays will an English couple who likes culture and history choose?
6. What is the health requirement for those taking part in trekking tours?

V. WRITING

Choose the best answer.

1. I / would like / know / where / best hotel / this place.

A. I would like to know where the best hotel in this place is.

B. I would like know where the best hotel in this place is.

C. I would like to know where is the best hotel in this place.

D. I would like know where is the best hotel in this place.

2. Front desk clerk / responsible / make reservations / and / sort out / problems.

A. The front desk clerk is responsible for making reservations and sorting out problems.

B. The front desk clerk is responsible of making reservations and sorting out problems.

C. The front desk clerk is responsible for make reservations and sort out problems.

D. The front desk clerk is responsible of make reservations and sort out problems.

3. Tour guide/ good/ deal/ emergencies/ make/ decisions.

A. A tour guide is good at dealing with emergencies and making decisions.

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B. A tour guide is good dealing with emergencies and making decisions.

C. A tour guide is good at deal with emergencies and make decisions.

D. A tour guide is good deal with emergencies and make decisions.

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