ACTIVITY 2: VIDEO



Watch the video and complete the text.

Almost every occupation in the hospitality and tourism industry is projected to either remain stable in a number of jobs or experience growth over the next ten years.

Many careers have minimal education requirements, a high school diploma or less.

Entry-level occupations include _____, _____, _____, _____, _____, and waitresses, _____, and _____, and recreation _____, many of which are in-demand.

An associate degree or certificate can open the door, to a career as a _____, tour or _____, guide, _____, or head _____,

Apprenticeship programs are available in some states for careers such as a _____, _____, and _____,

Many management positions become available with related successful work experience, including _____, managers and _____, and event planners.

Keep these points in mind:

- This industry is very much _____, focused.
- Success in this industry relies on _____.
- November and December holidays generate great _____, of activity in the industry.
- Workers are expected to work longer hours, evenings, and _____, in many positions.
- Summer months are _____, busier in this industry.
- Tips for good service provide a significant _____, in pay.

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ACTIVITY 3: CHART

Follow the QR code to find out about jobs in the US and complete the chart. Tell a classmate.

Occupation	Primary duties:	Yearly salary in the US.
	is responsible for...	
	is in charge of...	

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ACTIVITY 5: READING

The best skills to have in the Tourism Industry

Are you a problem-solver with strong time management skills under pressure?

Often, hospitality and tourism recruiters will invest in training a less-experienced candidate if they perceive her/him to possess the right personality and soft skills for the job. Think you've got what it takes?

1. Empathy and emotional intelligence.

Digital transformation carries the future of the hospitality and tourism industry, but this does not mean the industry will become depersonalized. On the contrary, investing in human capital is key to finding innovative solutions in the real world.

2. Stress and time management.

Hospitality managers will often work on several things at once, managing a heavy workload at a fast pace. It's easy to let your emotions run wild when you are too stressed... For careers in hospitality and tourism, you need to be prepared to multi-task and remain cool and collected if you are to achieve greater efficiency and customer satisfaction!

3. Problem-solving.

Whether you're dealing with a difficult client or faced with internal issues, the ability to think on your feet and suggest solutions to problems is one of the most valued soft skills for careers in hospitality and tourism, and certainly a determining factor when it comes to professional success.

1. What are the most important characteristics a person needs to work in the Tourism industry? Why?
2. Why do companies invest in training people who do not have much experience?
3. Would you like a managing position? Do you think you could multi-task successfully?
4. Do you agree that humans cannot be replaced entirely in the tourism industry?

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ACTIVITY 6: VIDEO

Complete 4 and 5 with your own ideas. Use the following video for inspiration.

Reading topics
1. Empathy and emotional intelligence.
2. Stress and time management.
3. Problem-solving.

4. _____.

5. _____.



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