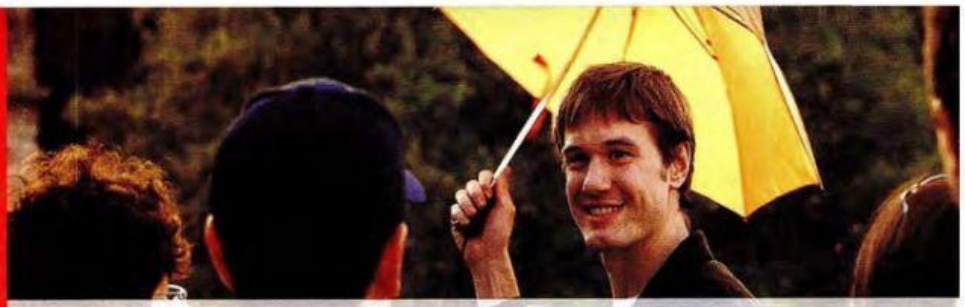
2



JOBS IN TOURISM

UNIT MENU

Grammar: present simple and continuous
Vocabulary: working conditions and salaries, qualities and skills, hotel jobs
Professional skills: covering letters
Case study: choose the right person for the job

Reading

WORKING CONDITIONS IN TOURISM

1 **Read the article and write down the advantages and disadvantages of working in the tourism industry.**

Advantages	Disadvantages
e.g. *interesting and varied work*	e.g. *seasonal work, short-term contracts*

The truth about working in tourism

The main problem with the travel and tourism sector is that there is a lot of **seasonal** work on short-term contracts. The hours are sometimes long and hard, and many people consider working in tourism as a **temporary** option before they find jobs in other industries.

The positive aspect is that the work is often interesting and varied. Tourism is a people-focused industry, which offers the opportunity to meet and help people from all over the world. Tourism professionals often say that every day is different and you never know what to expect.

Working **shifts** and weekends is common but there is also more flexibility with working hours than in other industries. You can work **part-time** or full-time, night or day to suit your needs and interests. Tourism jobs can also be **low-paid** at the start but many hotel and travel organizations offer on-the-job training. Employees can earn a salary while they are learning practical skills they need to advance in the industry.

Many companies like their employees to start at the bottom to gain experience. If you work hard and develop the right skills, there can be opportunities for fast promotion. It is possible to have an interesting **long-term** career in tourism, and with a university degree you move more quickly into a management position.

2 **Match the expressions 1–6 with their opposites in bold in the text in Exercise 1. Use a dictionary to help you.**

1 full-time _____
2 permanent _____
3 high-paid _____
4 short-term _____
5 all year round _____
6 regular daytime hours _____

3 **Match the jobs in the box with the correct sector of the tourist industry 1–4. Add at least TWO more jobs to each sector.**

concierge entertainer flight attendant hotel receptionist
outdoor adventure guide pilot restaurant manager waiter

1 Food and beverage
2 Accommodation
3 Transportation
4 Recreation and entertainment

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Listening

PERSONAL QUALITIES AND SKILLS

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4 **2.1 Listen to three tourism professionals talking about their jobs. Match the personal qualities and skills in the box with each person.**

customer-focused and efficient	energetic, enthusiastic and entertaining	organized and communicative

1 Sumalee, travel agent: _____

2 Sandra, flight attendant: _____

3 Dev, tour guide: _____

5 **Complete the job descriptions 1–3 with the words in the box. Listen again and check your answers.**

customer service	IT	sales

1 A **travel agent** needs to have excellent [1]_____ skills. He or she also needs good [2]_____ skills to sell holiday and travel products to customers. And, of course, good [3]_____ skills are essential to find information and make bookings online.

communicator	first aid	team

2 A **flight attendant** needs to be a good [4]_____ who can interact with people from other cultures and be a good [5]_____ worker. Basic [6]_____ and medical skills are important.

fun	organizational	passion

3 A **tour guide** needs to have a(n) [7]_____ for people. You need to be energetic because your job is about helping people to have [8]_____. Good [9]_____ skills and languages are also important.

6 **2.2 Listen and make notes on the salaries and working conditions for each person. Who has the best job in your opinion?**

RESEARCH

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