

- 1) Read the text about a hotel receptionist, talking about his routine.



Eustasio Gavilán, receptionist at Darkwood Beach Hotel, Jamaica

I'm a hotel receptionist. I usually work from 7 am to 3 pm but occasionally I work nights. I prefer working during the day because I meet more guests. When I'm on night shift I'm responsible for the 'close of day'. I check both the manual records and the computer records to see which rooms are occupied, which are unoccupied, which are closed for maintenance and which need cleaning. The manager is not on duty at night or at the weekends so I'm responsible for everything at these times.

During the day shift I send faxes and emails confirming bookings,

check in new guests and prepare bills for the guests checking out. I also answer the telephone calls, deal with enquires, take reservations and put calls through to other departments.

Before a large group checks in, we receive a running list of all the names from the booking agents. I check people in as fast as possible because they have usually travelled a long way and I know they are tired. After that, I check the running list against the names of guests who checked in. There are often differences so I phone the agency to confirm the group names.

- 2) Choose the correct option

reading My job

- 1 Read the text on the opposite page and answer the questions.

- 1 Eustasio usually works
A day shifts.
B night shifts.
C only at weekends.
D in the afternoons.
- 2 When he works at night, he
A helps the manager.
B meets a lot of guests.
C checks the hotel records.
D sends faxes confirming bookings.
- 3 During the night, he also works as the hotel's
A telephonist.
B housekeeper.
C concierge.
D manager.
- 4 When there is a group booking, he checks the names on the running list
A when the group check in.
B immediately after they check in.
C the next day.
D when they check out.
- 5 The main topic of this text is
A what Eustasio does during the day shift.
B the difficulties of being a receptionist.
C what Eustasio likes most about his job.
D Eustasio's duties as a receptionist.

3) Match verb and noun.

vocabulary **Duties**

2 Match the verbs with the nouns to show some of Eustasio's duties.

- | | |
|---------------|---------------------|
| 1 check | a) guests |
| 2 send | b) records |
| 3 confirm | c) calls |
| 4 check in | d) enquiries |
| 5 prepare | e) the telephone |
| 6 answer | f) bookings |
| 7 deal with | g) reservations |
| 8 take | h) bills |
| 9 put through | i) faxes and emails |

Prepositions of time

4 Put the words in the box in the correct groups.

Monday the weekend the morning 7 o'clock February 11.30 pm
summer the autumn night midday 2001 8 December

on	in	at
Monday		

6 Complete the sentences with the correct form of the verb in brackets.

- Darina (not / work) doesn't work on Mondays.
- The housekeeper (change) the towels every day.
- The hotel (not / offer) room service after 11 pm.
- We (not / serve) dinner before 9 pm.
- Guests often (ask) for an alarm call.
- A waiter (not / finish) work until late at night.

7 Write an appropriate present simple question for each answer.

1 What do you do?

I'm a hotel receptionist.

2 Where do you work?

In a small hotel near the city centre.

3 When do you start?

I usually start at 8 o'clock in the morning.

4 How do you go to work?

By bus.

5 How many hours do you work a week?

About forty hours a week.

6 Do you work on Sundays?

No, I hardly ever work on Sundays.