

Lesson 5: Working in tourism

Activity 2 Reading

Read the introduction in the article below and choose the best title.
(Type **yes** in the correct box)

Hard work ☐

Working in tourism ☐

Being pilot ☐

Many people think that working in tourism is easy. However, it can be hard work. Three people describe their jobs in tourism and explain the pros and the cons of each job.

Amin: Travel agents usually work with people who are excited to go on holiday, so this makes it a fun job. You need to have good customer service skills because it is important to be friendly and listen to customers. It is great to plan holidays for people although if there are any problems with the flight or hotel, you have to fix it.

Amal: The best thing about being a flight attendant is that you can travel all over the world. You meet people from different countries and cultures, so you need to have good communication skills. You need to be able to work in a team as well. The most difficult part of the job is the hours. You work day and night and when you arrive in a new country the time often changes.

Omar: Being a tour guide is a fun job because you get to meet new people every day. It's important to be cheerful and energetic so that the tourists have a good time. You need to have good communication skills and it's important to know other languages because tourists come from all over the world. Sometimes it is a tiring job because you have to talk to people all day.