

# CASE STUDY

## CHOOSE THE RIGHT PERSON FOR THE JOB

### CASE STUDY MENU

Aim: To choose the best candidate for the job of Assistant Cruise Director.

- 1 Read the job advertisement.
- 2 Complete the candidates' profiles.
- 3 Interview the candidates.
- 4 Meet to decide the best candidate.

### Assistant Cruise Director

- 1 Work in pairs. Read the job advert and make a list of the experience and personal qualities necessary to apply for the job.

#### Assistant Cruise Director: salary \$2,600–\$2,800/month

We are looking for a motivated person for the post of Assistant Cruise Director.

##### Duties:

- meet and greet guests during embarkation and disembarkation
- help the cruise director in planning guest entertainment and in managing the entertainment budget
- \*host daytime and evening activities, e.g. parties, game shows, bingo
- recruit, train and supervise entertainment staff
- socialize with guests and maintain a high level of passenger satisfaction

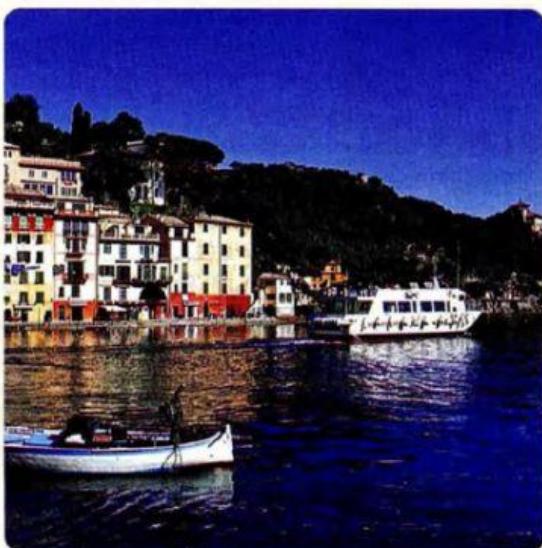
##### Requirements:

- strong organizational skills
- experience working with large groups of people and public speaking skills
- ability to interact with people of all ages
- minimum two years' experience in public relations, entertainment, recreation or guest services

##### Contract:

- six months on ship; six weeks' holiday
- return airfares, meals, accommodation and uniforms provided

\*host = introduce a show



## Candidate profiles

2 Read about two candidates for the job and complete their profiles. Do you think they are strong candidates?

## 1 Angelica Davies

Age: 28

Nationality: British

Current position: <sup>1</sup> \_\_\_\_\_Personal qualities: <sup>2</sup> \_\_\_\_\_Education and training: <sup>3</sup> \_\_\_\_\_Experience and skills: <sup>4</sup> \_\_\_\_\_

I started working on the front desk at a hotel when I was 18, and I learnt a lot about customer service skills there. I became a receptionist on a cruise ship five years ago. After two years, I moved into the Entertainment Department and I am now Shore Excursion Manager. I give presentations to passengers to promote and sell excursions before we arrive in each port. I also supervise the shore excursion staff. I think I have the right qualities for this job – I'm very outgoing, hard-working and flexible.



## 2 Bruno Rossi

Age: 32

Nationality: Italian

Current position: <sup>5</sup> \_\_\_\_\_Personal qualities: <sup>6</sup> \_\_\_\_\_Education and training: <sup>7</sup> \_\_\_\_\_Experience and skills: <sup>8</sup> \_\_\_\_\_

I have sixteen years' experience as an entertainer. I left school at 15 and started work in a gift shop in Rimini. I learnt English talking to tourists in the shop. At weekends I play in a band. I became a singer, musician and DJ on cruise ships seven years ago. I often help the Cruise Director organize the entertainment and I host lots of activities. I'm extrovert and friendly and I enjoy entertaining people. I speak English, Italian and some Spanish, and I'm learning French at the moment.



3 **))) 2.5** Listen to the third candidate and complete her profile.

Julie Quinn

Age: 25

Nationality: Australian

Current position: Youth Activities Coordinator

Personal qualities: <sup>1</sup> \_\_\_\_\_Education and training: <sup>2</sup> \_\_\_\_\_Experience and skills: <sup>3</sup> \_\_\_\_\_

4 Work in pairs or small groups. Which candidate from Exercises 2 and 3 would you choose for the job and why?

## TASK

5 **))) 2.6** Listen to part of the interview with Angelica Davies.

Complete the questions 1–5 and make a note of Angelica's answers.

- 1 Why do you <sup>1</sup> \_\_\_\_\_?
- 2 What <sup>2</sup> \_\_\_\_\_ do you <sup>3</sup> \_\_\_\_\_?
- 3 What do you <sup>4</sup> \_\_\_\_\_ about working on a cruise ship? And what do you <sup>5</sup> \_\_\_\_\_?
- 4 What ideas do you have for <sup>6</sup> \_\_\_\_\_?
- 5 Why should we <sup>7</sup> \_\_\_\_\_ this job?

6 Work in pairs. Student A turn to File 6, page 103. Student B turn to File 11, page 104. Roleplay the job interviews with Julie Quinn and Bruno Rossi.

7 Work in small groups. Discuss the best candidate for the job. Consider the following points:

- personal qualities
- education and training
- experience and skills
- interview performance

## UNIT 2: KEY WORDS

communicative deal with  
efficient enthusiastic flexible  
hard-working outgoing  
qualification recruit  
responsible for seasonal shift  
skills temporary training  
See DVD-ROM Mini-dictionary

## **TIEMPO ESTIMADO**

Una semana.

### **EVALUACIÓN – TRABAJO PRÁCTICO N°1**

#### **PARTE 1:**

**Completar el cuestionario en la plataforma en la sección/pestaña EVALUACIÓN.**

**El formulario estará habilitado el día LUNES 24 DE MAYO de 15:30 a 16:30hs.**

**Temas: Números (ordinales, fechas, porcentajes, fracciones,)**

**Como actividades de práctica para el cuestionario del día 24/05, encontrarán un link en la plataforma.**

#### **PARTE 2 TRABAJO PRÁCTICO 1**

**Teniendo en cuenta lo visto en la presente clase, realizar un video en pares, simulando una entrevista de trabajo. Para ello, deberán realizar la actividad 6 de la página 23.**

La elección de herramienta para realizarlo queda a elección de los estudiantes, pero el resultado final solo puede ser entregado como link para visualizar el video desde YouTube o Google drive.

**Fecha límite: MARTES 25/05**

Aspectos que se considerarán al evaluar el video:

- Vocabulario
- Gramática
- Pronunciación
- Fluidez
- Creatividad

## **BIBLIOGRAFÍA / WEBGRAFÍA**

- DUBICKA, I. y O'KEEFIE, M. (2015) English for International Tourism- Pre-Intermediate-New Edition- England- Pearson Education