

1. I like the job. I like being the front line, the first point of contact. I think I'm quite good at dealing with \_\_\_\_\_. I know how to \_\_\_\_\_. although sometimes on a bad day, it's hard. I guess the tasks I do are a bit routine if I'm honest – I \_\_\_\_\_ in arrivals, hand out room keys, process enquiries and reservations, that kind of thing. I work \_\_\_\_\_. which can be a drag. I usually start at \_\_\_\_\_ in the morning, which is OK because! get off nice and early, but then occasionally] do the late turn and I don't finish till after \_\_\_\_\_ - this week I'm doing the late shift.
- There's always something \_\_\_\_\_ going on. For example, we had a group from Japan arrive yesterday and they were so \_\_\_\_\_ and nice and pleased to be here. They're \_\_\_\_\_ the Snoopy Museum in Santa Rosa today and were so excited about it. I'm waiting for them to come back, so I can see how they all got on.
2. I started here about two years ago. As the manager, I'm mainly in the back \_\_\_\_\_. Don't deal directly with the public at the desk. On a typical day, I'm on the \_\_\_\_\_ and the email most of the time. I start the day by checking my email and that sets the \_\_\_\_\_ for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that we're providing the \_\_\_\_\_ they want, that we're stocking their brochures and so on. I also arrange presentations, and I get invited to a lot of social events to network and talk about tourist information \_\_\_\_\_ in the city. I am working on a big \_\_\_\_\_ for some Italian clients at the moment

3.

This is my second season. A lot of reps only survive one season, because it's very demanding work - we don't get paid a lot and we only get one day off a week. I feel a lot more \_\_\_\_\_ about things this time. I couldn't do the job all year, but as the season only lasts three months, it's OK. We work very long hours, especially on changeover days. We take the guests who are going home to the \_\_\_\_\_ at six in the morning, and bring back the new group. We then have to get them settled, sort out any problems - and there always are problems! - and do the \_\_\_\_\_, so I often don't finish until midnight on changeover day. I like working with people and on the whole the guests are good, but some of them can be very \_\_\_\_\_ - although I never show it of course, because the \_\_\_\_\_ is always right!