

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 tum 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 are 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!