

# Talking about job responsibilities

**Match the job and its responsibility** (vocabulary list on page 2)

**Bank teller: 1**

**Accountant: 2**

**Quality control: 3**

**Personal assistant: 4**

**Filling clerk: 5**

**Hotel receptionist: 6**

**Marketing manager: 7**

**Operator: 8**

**Stewardess: 9**

**Tour guide: 10**

**Customer service: 11**

**Event organiser: 12**

A. Takes care of customer complaints and comments \_\_\_\_\_

B. Accompanies the tourist during holiday trip \_\_\_\_\_

C. Organises the manager's schedule and accompany the manager \_\_\_\_\_

D. Supervises the customer at the counter of a bank \_\_\_\_\_

E. Checks the financial condition of the company: \_\_\_\_\_

F. Handles all the telephone calls at the office: \_\_\_\_\_

G. Is responsible for monitoring selling and marketing matters: \_\_\_\_\_

H. Organises and arranges the files and all office documents: \_\_\_\_\_

I. Supervises the quality of the products \_\_\_\_\_

J. Serves the passengers on a plane \_\_\_\_\_

K. Provides and arranges all preparation on the events \_\_\_\_\_

L. Serves the customers at the front desk of a hotel \_\_\_\_\_

# Talking about job responsibilities

## Useful vocabulary:

to serve

to handle = s'occuper de

to organise

to supervise

to provide

to check

to accompany /i/

to take care of

to monitor = surveiller

a **file /fail/** = un dossier/fichier

a complaint = une plainte

a comment = un commentaire

the front desk = la réception

the schedule = l'emploi du temps, le programme

a bank teller/ a bank clerk = un employé de banque

the counter = le guichet