

## WHAT IS THEIR JOB 1?

Read these descriptions given by people working in jobs related to the travel, tourism and entertainment industry. Can you work out what their jobs are from some of the key words and phrases they use?

Choose the correct answer.

1. People call us trolley dollies, but we do much more than just feed people and give them drinks. For a start, we need to make sure that everyone has fastened their safety belt and that their seats are in the upright position before we take-off. We are responsible for demonstrating the safety procedures, and for making sure that people obey the rules during the flight. If there's an accident, we need to make sure that everyone gets out.

2. It's not so bad with small groups, but with big groups it can get really confusing, especially if the place we're visiting is very busy. People might accidentally join another group, or wander off to take a photograph and then get lost, and I spend all my time running around looking for them, waving my umbrella in the air. Most people are attentive and well-behaved, but some don't listen and then ask really stupid questions, or interrupt you to say 'But my guidebook says.....'.

3. It's usually quiet until the second sitting at 8 o'clock, then things get really busy. On some nights, there can be as many as 50 covers. There's always so much to remember: who ordered what, whether they wanted still or sparkling water, whether they wanted the meat done rare or medium, was it the house red or the Pinot Noir they wanted, who had the allergy to nuts, who couldn't eat cheese, and so on. And then there are the

complainers to deal with. For them, things are always too hot, too cold, overcooked, undercooked, arrived too late, too early or not at all, etc.

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4. After receiving our briefing and route, we meet the cabin crew. The first officer and I do a 360 degree outside check, then board and run another complete check on the flight deck. We wait for instructions from the tower, and as soon as we have our slot, we push-back from the terminal building. We taxi across the apron towards the runway and join the queue of others waiting for clearance to take off. Minutes later, we're off the ground and on our way.

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5. The job is very routine. We cross-check people's tickets with the information on the computer, then look at their passports to make sure they are who they say they are. We ask them how many items of baggage they have (we need to know what is going in the hold and what they are taking on as hand baggage), whether they packed them themselves, whether they are carrying any sharp or illegal objects in their hand baggage, and whether anyone could have interfered with their bags. We then ask them if they have a seat preference - window or aisle - give them their boarding cards and tell them which gate to go to.

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6. Most people want a simple package tour, and come to us for a brochure. Of course, we do a lot more than just hand out brochures. We book holidays, look for the cheapest flights, check accommodation availability, confirm bookings, sell traveller's cheques, foreign currency and insurance, make

recommendations and suggestions and generally answer people's travel enquiries. We also have several corporate clients who use us for their business trips. We're a member of ABTA, and have ATOL, by the way, so you know you're in good hands.

7. My duties include meeting our customers at the airport and making them feel welcome, accompanying them to their accommodation and giving them some basic information to familiarise them with their surroundings. The next day, I meet them to tell them about the area, and also to tell them about some of the things they can do and places they can visit. I try to sell them tours, but a lot of people (especially the more independent travellers) tend to make their own arrangements. I also deal with customers' problems as they arise.

8. I really enjoy my job. I'm quite a sociable person, so it gives me the chance to meet a lot of people. Of course, when things get really busy, I just say 'What can I get you?' or 'Would you like ice and lemon with that?', so the conversation isn't always so great. Sometimes, people have a bit too much and get drunk, which is OK unless they get aggressive too, and start fights. I'm on my feet most of the time, so after a hard night's work I can be absolutely exhausted. Oh, and the money is terrible, but I sometimes get good tips from the customers.

9. I don't usually talk to the fares I pick up at the rank, but occasionally I get a friendly or talkative customer. Mind you, it can be a bit distracting if I'm trying to concentrate on the road, especially during rush hour, and there's someone in the back seat chatting away. I don't really mind, though,

especially if they give me a good tip.

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10. For some people, I'm an essential part of their entertainment experience, to others I'm just a noise (sometimes a rather irritating noise!) in the background. But I like to think that most people enjoy having a nice tune going on in the background, something they can hum or even sing along to while they sip their cocktail. I get requests, as well, so my repertoire of 500 songs can really come in handy. I don't sing along, though, as I have a terrible singing voice. In fact, I'm almost completely tone deaf!

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11. My beat is usually from eight a.m. to 4 p.m. I spend most of my time on my feet, so at the end of the day I'm quite exhausted. My duties are quite varied, and range from keeping an eye out for pickpockets, ticket touts, dishonest taxi drivers and other rip-off merchants to dealing with tourists who have been victims of crime, and occasionally dealing with a case of shoplifting. The most important thing is to remain highly visible at all times (the uniform helps, of course), so that the bad guys keep away and the tourists can see I'm there to help them if they have problems.

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12. A lot of people are happy to spend their days lounging by the pool, but quite a few actually want to do something, so that's where I come in. A typical day goes like this: at nine, I do a session of pool aerobics, then at ten there's beach volleyball, followed by face painting for the children. After lunch, I give a cooking demonstration and this is followed by some silly games on the beach, which are great fun for adults and children. In the late

afternoon, I take the guests on a walk to a nearby village, where we all have a drink. In the evening, there's usually karaoke, a casino night or a disco to organise.

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13. After collecting their things from the carousel, most people go through the green channel: very few go through the red channel, even if they're over the limit on their duty free allowance. It's my job to stop anyone who's trying to get through without paying the relevant import duty. It's also my job to make sure that people don't bring anything illegal into the country. This includes drugs, firearms and explosives. You would be amazed at the things people do to try to smuggle things into the country; last week we stopped someone with twenty gold watches hidden in an artificial leg!

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