

## JOBS IN TOURISM



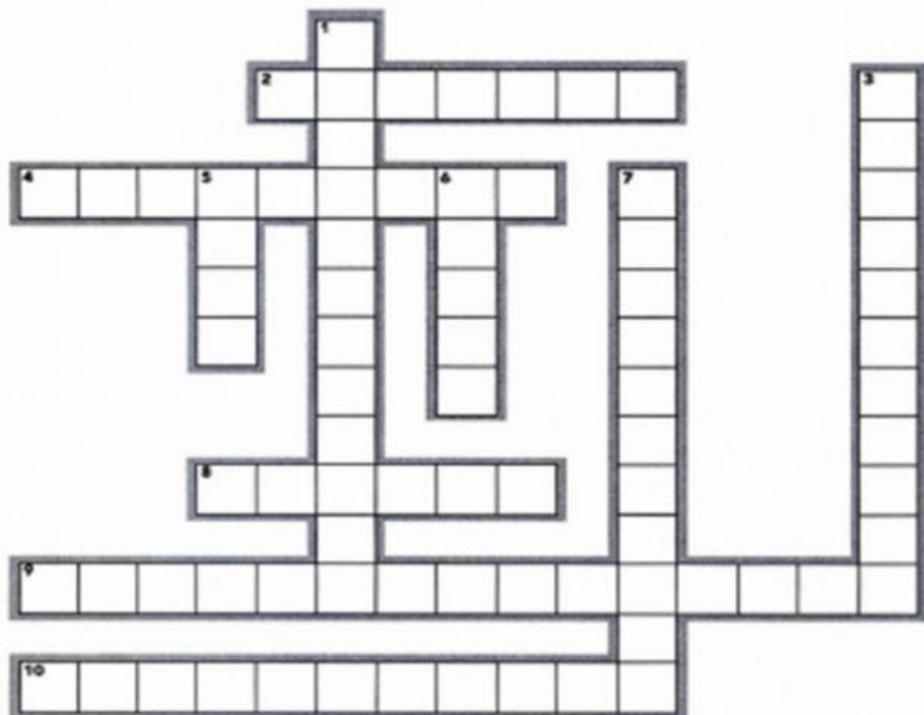
1 Look at the definitions and complete the crossword with jobs in travel and tourism.

Across →

- 2 person who carries a guest's luggage to or from the room
- 4 hotel employee responsible for giving advice and additional services to guests
- 8 person who serves at tables in a restaurant
- 9 person responsible for serving food and drinks, and looking after passengers on a plane
- 10 employee of a hotel who cleans and maintains rooms and public spaces

Down ↓

- 1 another name for the front desk clerk of a hotel
- 3 someone who sells or arranges trips or tours for customers
- 5 professional cook
- 6 person who takes visitors on tours of sites, cities, or in nature
- 7 person whose job it is to tell jokes, sing and entertain people



2 Which job does not relate to each category?  
Which sector does it belong to?

- 1 Accommodation: bellboy, ski instructor, campsite manager, front desk agent \_\_\_\_\_
- 2 Transportation: coach driver, flight attendant, events manager, cruise director \_\_\_\_\_
- 3 Attractions: cloakroom attendant, site manager, concierge, theme park supervisor \_\_\_\_\_
- 4 Food and beverage: museum guide, waiter, kitchen assistant, café manager \_\_\_\_\_
- 5 Recreation and entertainment: children's entertainer, executive chef, entertainments manager, outdoor adventure guide \_\_\_\_\_
- 6 Events and conferences: travel agent, conference organizer, pilot, exhibitor \_\_\_\_\_

3 **))) 2.1** Read about these jobs in tourism and complete the personal qualities needed. The first letters are given. Listen and check your answers.

- 1 If you want to work as a holiday rep, or resort representative, you need to be outgoing, enthusiastic, helpful, *fle* \_\_\_\_\_ and have a *pro* \_\_\_\_\_ appearance.
- 2 A housekeeper has to be *ha* \_\_\_\_\_ - *w* \_\_\_\_\_, a good team worker, *ef* \_\_\_\_\_ and also a bit of a perfectionist.
- 3 It's important that a restaurant manager is *or* \_\_\_\_\_, good at managing a team, and feels *pas* \_\_\_\_\_ about food.
- 4 If you want to work for a children's attraction, you should be *res* \_\_\_\_\_ but also fun-loving and *enter* \_\_\_\_\_ and, most importantly, you have to like children.
- 5 A good tour guide is *enth* \_\_\_\_\_, patient, *com* \_\_\_\_\_ and a 'people-person'.



4 **))) 2.2** Put the verbs in the correct group according to the pronunciation of the -s at the end of the verb in the 3rd person singular. Listen and check your answers.

books checks closes communicates deals  
does gives helps makes organizes  
plans prepares recommends serves  
specializes supervises works

/z/	/t <sub>z</sub> /	/s/
deals	closes	books

5 Complete these sentences about people who work in tourism using the correct form of the present continuous. Use contractions.

- 1 Yuetung is a concierge in a hotel in Macau. Last week she worked in the afternoon but this week she \_\_\_\_\_ (work) in the morning. At the moment some guests are asking her for information about the local attractions and her phone \_\_\_\_\_ (ring).
- 2 Paweł is a resort manager in a holiday centre. He works six days a week all the year. He \_\_\_\_\_ (have) a meeting now with some suppliers. They \_\_\_\_\_ (give) a presentation on new equipment for the water park.
- 3 Afon is a student but in the summer she works as an entertainments manager in a seaside resort in Wales, UK. At the moment she \_\_\_\_\_ (plan) the children's activities and she \_\_\_\_\_ (ask) the magician to include some new tricks in his show.
- 4 Derek works as a freelance events manager. He usually works three or four days a week. This month he \_\_\_\_\_ (prepare) stands for an exhibition in Brazil. At the moment he \_\_\_\_\_ (supervise) the design and printing of publicity material.

6 Look again at the people in Exercise 5. Match the people (1–4) to the type of work they do (a–d).

- a seasonal work \_\_\_\_\_
- b shift work \_\_\_\_\_
- c part-time work \_\_\_\_\_
- d full-time work \_\_\_\_\_

7 2.3 Listen to Jenny Butler, the executive chef at the Bouvier hotel. Why is she very busy this week? Tick (✓) the correct alternative (a, b or c).



- a The hotel is organizing lunch for 350 guests and she's planning the menu with a chef. \_\_\_\_\_
- b The hotel is catering for a wedding with 150 guests and she's checking the fish order. \_\_\_\_\_
- c The hotel has a conference dinner for 450 guests and she's making sure everything is OK. \_\_\_\_\_

8 Listen again and complete the sentences about what Jenny does and what she's doing at the moment. Use contractions where possible.

- 1 I \_\_\_\_\_ for the Bouvier Hotel and I \_\_\_\_\_ responsible for the chefs and kitchen staff.
- 2 At the moment I \_\_\_\_\_ the menu for a special dinner.
- 3 The hotel \_\_\_\_\_ a conference this week and there \_\_\_\_\_ a lot of guests.
- 4 I \_\_\_\_\_ to the restaurant manager to make sure everything \_\_\_\_\_ perfectly.
- 5 The food and beverage manager \_\_\_\_\_ if another supplier can deliver the fish.
- 6 It's great when a waiter \_\_\_\_\_ me our guests \_\_\_\_\_ their meal.