

## Reading

3 Read the texts. Put a tick [✓] in the correct place in the table to answer questions 1–5.

Who	Owner	Part-time worker	Volunteer
1 prepares a meal for guests?			
2 helps the customers when they have problems?			
3 doesn't get up early?			
4 does the same work as someone else?			
5 doesn't work with money?			

/10

/30

## The Owner

'This is a very small hotel but we are always full in the summer. It's difficult to keep everyone happy. My workers want to go home early, the customers want help and I just want to sleep! I don't spend a lot of time with the customers because I'm responsible for money, ordering things for the hotel, advertising and lots of other things but I'm always here if the customers need to see me. The workers finish at 9 p.m. and, after that, I'm responsible for the hotel. I don't often have a quiet night because there's always a problem. People lose their keys and come back at 2 a.m.! Someone can't sleep because the people in the next room are shouting. It's a very demanding job!'

## The Part-time Worker

'I start work at 7 a.m. and make breakfast. There are only four rooms here and breakfast is at 9 a.m. Then I clean the breakfast room. When people leave the hotel, I give them their bills and make sure they pay the correct amount, I clean the rooms and then I go home. Sometimes, when no-one is leaving, I can go home at 11 o'clock. When all four people leave on the same day, I work until 2 p.m. I work three days a week and another woman works on the other four days. The owner is very nice but he's a bit lazy. He doesn't talk to the customers very often. He just sits in his office looking at his computer.'

## The Volunteer

'I'm not paid anything but I get a free room and breakfast at the hotel and I can go to the pub next door for free lunch. There are part-time workers here who work in the morning so I can get up late and make breakfast when I want. I start work at 2 p.m. Sometimes, people arrive at the hotel and I show them to their rooms or talk to them about the town. I'm just here to answer questions if the customers want to know something. It can be boring because I work alone. The owner is here but I don't really see him. I send the guests to him if they have any problems. I read a lot – even at work! I finish work at 9 p.m. and then I go out and have fun.'