

UNIT 1: JOBS AND TOURISM AND HOSPITALITY

VOCABULARY

Task 1: Complete each sentence with suitable words.

1. A tour leader is responsible for making sure that the tour goes smoothly and no one has to wait therefore he needs to be p_____.
2. E_____ is one of the most important personalities to become an excellent operations manager because he has to spend a lot of time on his job.
3. A night auditor is in charge of d_____ the accounts and also checking guests out of the hotel if necessary.
4. P_____ u_____ guests from the airport is not a valet's duty. A valet is in charge of parking guests' cars.
5. Becoming a wonderful c_____, she has to learn how to cook delicious meals in the hotel's restaurant and manage restaurant staff.
6. The duty of a tourist i_____ o_____ is to advise guests about the attractions and accommodation available in the local areas.
7. A c_____ is in charge of arranging special services and handling various requests in a big hotel.
8. The job duty of a housekeeper is to l_____ a_____ laundry and cleaning, and ensures that everything is ready for a new guest.
9. A b_____ is responsible for transporting guests' luggage from the car to the hotel room and back.
10. If employees want to have a day off, they need to have the o_____ m_____ 's notification.

GRAMMAR

Task 1: Find the mistakes and correct them.

1. What skills (A) must a good tourist information officer has (B)? - Giving (C) advice to (D) travelers about the attractions.
2. Why (A) do you have to be responsible (B) in your job? - It's necessary to be (C) in charge for (D) what I did.
3. To be (A) a good receptionist, you should have (B) communicative skill with (C) guests and making (D) them satisfied.
4. Does (A) the concierge help (B) you in your job? - Well, he not share (C) information with anyone, so I think he is (D) an unfriendly colleague.
5. Are (A) you responsible to open (B) the door for visitors (C)? - No, of course not. It's the duty (D) of a doorman.
6. If you are good at (A) handling (B) financial matters and don't mind working at (C) night, where (D) position are you applying for?
7. What are (A) your goals as a tour operator (B)? - They are to sell (C) the travel packages in bulk and making (D) more profit.

8. Flexible (A) working hours and job stability (B) are the main reasons (C) why did I choose (D) a job as a chef.
9. Janet, my (A) hotel manager and also one (B) of my friends, is (C) very friendly and skill at (D) managing the staff.