77 Describing jobs

A Different jobs

Job	What does he/she **do for a living**? (= What's his/her job?)
hairdresser	a person who cuts people's hair **hairdressing** *n*
mechanic	a person who repairs **engines** (= a machine that makes things move), especially in cars and lorries
photographer	a person who takes photographs/photos **photography** *n*
chemist SYN **pharmacist**	a person who prepares and sells **medicines** (= special liquids or tablets that help you get better when you are ill)
travel agent	a person who **makes** travel **arrangements** for people and works in a **travel agency** (An **agent** is a person who does business for another person.)
estate agent	a person who buys and sells homes for people
postman **postwoman**	a person who **delivers** (= takes sth to the place it must go to) letters and packages to people's homes
importer **exporter**	a person who **imports** goods (= buys sth from another country to sell in your country) **import** *v, n* OPP **export** *v, n*
priest	a person who performs religious ceremonies in some religions
sailor	a person who works on a ship; a person who **sails** a boat (= travels on water on a ship or boat)

1 Are these sentences true or false? Write *T* or *F*. Correct the sentences that are false.

▶ A hairdresser cuts hair. T

1 An estate agent sells holidays. .....
2 A chemist sells medicines. .....
3 An importer exports goods to sell. .....
4 A photographer takes pictures. .....
5 A travel agent arranges flights for people. .....
6 A mechanic repairs roads and bridges. .....
7 A priest marries people. .....
8 A postman delivers new furniture. .....
9 An exporter lives abroad. .....
10 A sailor sometimes sleeps on a ship. .....

2 Complete the sentences.

▶ I export wool from Wales, mostly to countries in the Far East.

1 What does your father do for a ..... ?
2 The ..... agent showed us several nice flats.
3 I asked the ..... not to cut too much off.
4 The travel ..... talked to us about holidays in Estonia and Lithuania.
5 The postwoman ..... the letters to the wrong house.
6 I believe he ..... silver jewellery from abroad and sells it in his shops.
7 There was something wrong with the ..... , so the mechanic had a look at it.
8 The ..... in our church is a wonderful man.
9 I asked the ..... to recommend something for a bad back.
10 I've been an ..... for years: I buy things in France, then sell them here in the UK.
11 She works in a travel ..... with offices all over London.
12 I've always been interested in ..... . I take hundreds of photos.

3 ABOUT YOU **Write your answers, or talk to another student.**

Which jobs above:

- need a lot of training? .....
- don't need a lot of training? .....
- need some creativity? .....
- would you like to do for a living? .....

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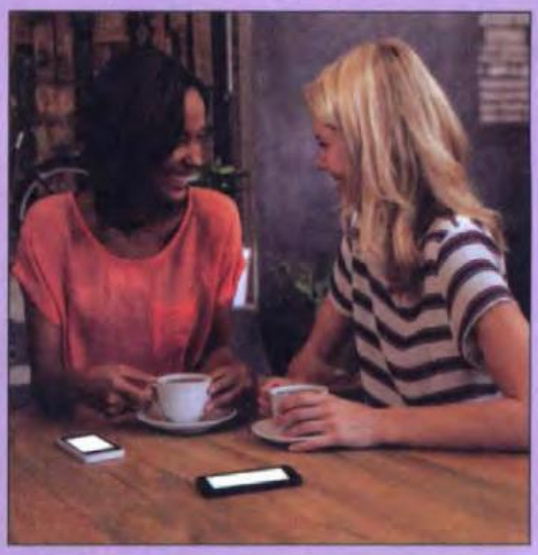
B Job responsibilities

Malala Amy, I know you work in reception at the sports centre, but **what does that involve?**

Amy Well, one of my main **duties** is to **greet** customers, and I'm **in charge of** customer **bookings** – I do quite a lot of that on the phone, and sometimes organizations want to **hire** our pool for an event, for example. But I also have to **deal with** a certain number of **complaints** from customers.

Malala Oh, that sounds fun!

Amy Well, it's OK most of the time. And, of course, in an **emergency**, I have to **make sure** that people get out of the building quickly so that everyone is safe.



GLOSSARY

What does your job, etc. involve?	= What do you have to do in your job, etc?	**hire**	pay money to borrow sth for a short time
duty	sth you must do because it is part of your job	**deal with sth**	take suitable action in a situation in order to solve a problem
greet	say hello when you meet sb	**complaint**	a statement that you are not happy with sth: ***make a complaint***; **complain** *v*
in charge (of sth/sb)	in a position of control over sth/sb SYN **responsible for sth/sb**	**emergency**	a sudden dangerous situation when people need help quickly
booking	an arrangement to do sth or have sth: ***make a booking***	**make sure**	check sth so that you can be certain about it

4 Tick the phrases that describe the duties a hotel receptionist could have.

- ▶ answer the phone ☑
- be in charge of the keys ☐
- be responsible for the bookings ☐
- deal with requests ☐
- have an emergency ☐
- greet somebody ☐
- make a complaint ☐
- hire a room ☐

5 Complete the dialogues.

▶ Do customers come to you for help? ~ Yes, I have to make sure they're happy.

1 Were the customers pleased? ~ No, not at all. Some of them ..... .

2 What did you do about the situation? ~ As soon as I had ..... with one problem, another came along!

3 Does the manager decide what you have to do? ~ Yes, that's one of his ..... .

4 Who's in ..... of reception when you're not there? ~ My colleague, Jan.

5 I've got a new job in an estate agency. ~ Really! What does that ..... ?

6 Are you ..... for the whole department? ~ No, just my office.

7 We had an ..... last week: someone fell out of a window. ~ Oh, my goodness!

8 Did you take your car to the island? ~ No, we ..... one when we got there.

6 Complete the text.

I've worked in a tourist information office in Liverpool for two years. I ▶ greet people when they come in, but the job **(1)** ..... lots of different things. My main **(2)** ..... is to help with tourist accommodation, and **(3)** ..... with any problems that customers may have. And recently I was made **(4)** ..... for the Beatles tour: I organize trips to the houses where John Lennon and Paul McCartney used to live as children, and I have to make **(5)** ..... everything goes well. Of course, it doesn't always go well, and then people make **(6)** ..... . You can't please everyone!

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