

Listening corner

Daily duties



1

Listen to the first part of the conversation and answer the questions:

- What does Darina do at the beginning of the day?
- What are SOs?
- What do the chambermaids do in SOs?
- What are COs?
- What do the chambermaids do in the bedrooms?

2

Listen to the next part of the conversation and fill in the missing words:



Ian: So, how many days a do you work?
 Darina: Six days a
 Ian: And do you have to work on and Sundays?
 Darina: I always work on and Sundays.
 Ian: So do you have any days?
 Darina: I always take Tuesdays or
 Ian: And what do you finish work at the hotel?
 Darina: I work from nine to one, or nine to two, but on a very day, especially if it's a Monday with a lot of check-outs, sometimes I don't finish until three in the

3

Listen to the last part of the conversation and mark the sentences as T (true) or F (false):

- Darina is the head housekeeper.
- They are responsible for six or sometimes eight chambermaids.
- Darina's responsible for training new workers.
- The new staff stay with the chambermaids on the first day.
- Darina's got a laptop to contact people.

T	F
☐	☐
☐	☐
☐	☐
☐	☐
☐	☐



4

Listen again and match the halves of sentences:

Well, I help...
 One of my main duties...
 Usually, on their first day,...
 Then on the second day, ...
 When people have cleaned their rooms...

... is to train new staff.
 ... the head housekeeper.
 ... they work with one of the chambermaids.
 ... they stay with me all day.
 ... I check everything's OK.