

Before you read

- 1** Look at these four jobs in the tourist industry. Which one would you most like to do and why?
- a hotel receptionist c tour leader
b restaurant manager d tourist information officer

Reading

- 2** Read about four people who work in the tourist industry. Match each person with one of the jobs in Exercise 1.

Kukrit



I work in the centre of Bangkok, at Hualamphong railway station. My job is to advise tourists about accommodation, transport, and sightseeing. It takes a lot of energy - you need to be patient and friendly. I really like helping people to have a nice time in my city, but it's very tiring.

Monika



I work six days a week, including evenings. In this job you need to be well organized and efficient. I plan the menus with the chef, handle the day-to-day running of the business, do the accounts, and manage a team of ten. The only part of the job I don't like is dealing with customers' complaints.

Ramón



What I like about my job is that every day is different. I'm part of a team and we all get on well. I have to check guests in and out of the hotel, take reservations, and sort out problems. I enjoy dealing with people - except the ones who are rude. For a job like this, you need to be a sociable person and to be diplomatic.

Alex



When I'm on a tour, I'm my own boss, and I really enjoy that. You need to be calm and resourceful for this job. Basically, I'm responsible for making sure that the tour goes smoothly and that people enjoy their holiday. I check the transport arrangements, organize the accommodation, tell people what's happening each day, and deal with any problems. The only negative thing is that it's a big responsibility.

- 3** Read the information again. Complete the notes.

Person	Job	Responsibilities
Kukrit	_____	<i>advises travellers about accommodation, etc.</i>
Monika	_____	_____
Ramón	_____	_____
Alex	_____	_____

- 4** Write the correct name.

- a _____ doesn't like dealing with complaints.
b _____ likes helping people to have a nice time in his/her city.
c _____ likes being his/her own boss.
d _____ doesn't like rude people.

Vocabulary

- 5** Find two words in the texts in Exercise 2 that describe the personal qualities you need for each job. Then add one more of your own.

Job	Qualities
1 tourist information officer	<i>patient</i> _____
2 restaurant manager	_____
3 hotel receptionist	_____
4 tour leader	_____

- 6** Here are some other jobs from the tourist industry. Check that you know what they all do.

travel agent ■ resort manager ■ interpreter
■ check-in staff ■ courier

Speaking

- 7** Work in pairs. Choose a job from the list in Exercise 6. Imagine it's your job. Think about:

- what you do every day
- the personal qualities you need.

Describe the job to your partner and ask him/her to guess which it is.

Writing

- 8** Read the information in Exercise 2 again. Write a similar paragraph about a job you'd like to do.

▶ Get real

Work in pairs. Use newspapers or the Internet to find adverts for jobs in the tourist industry. Tell your class where you found the adverts and what experience and qualities you need for each one. Create a class 'jobs page' with the best ones.