

# Unit 1.



# Unit objectives

- **Professional practice:** Write a CV, write a cover letter, attend an interview
- **Language focus:** Question forms
- **Listening:** CV
- **Vocabulary:**
  - Jobs and duties
  - The word *skill*
  - Action verbs

1



# Careers in tourism



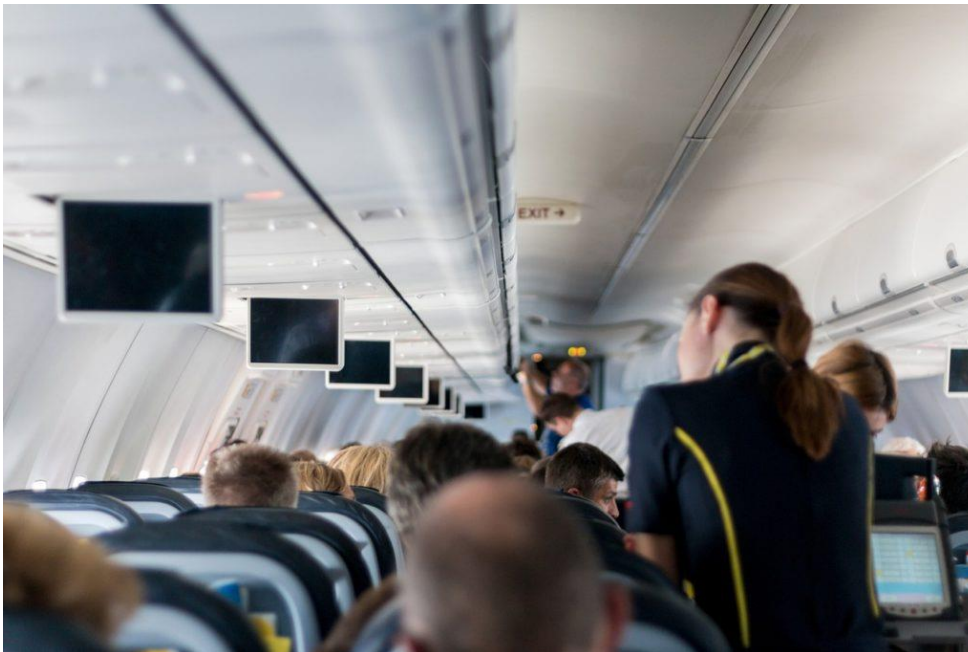
## Jobs in tourism

1 Work in pairs. Match the pictures with these sectors of the travel industry. Then answer the questions below.

- airlines
- hotels and accommodation
- ferry and cruise companies
- catering
- car hire

# Flight Attendant vs. Stewardess: What's the Difference?

- 1950's—the name “stewardess” - negative meaning - “models in the sky”
- A change - “stewardess” was replaced by the term “**flight attendants**”:  
college degrees - hospitality, tourism, communications, or public relations;  
pass a physical exam, be tall enough to reach the overhead cabins, weight  
is proportional to **his** or **her** height, fluency in a foreign language
- What are the responsibilities of a flight attendant?



Source:  
<http://www.wccaviation.com/flight-attendant-vs-stewardess-whats-the-difference/>

# Jobs

Name jobs in each sector:

1. airlines
2. car hire
3. ferry and cruise companies
4. hotel and accommodation
5. catering



# DVD projection: A customer service at the Hilton



# Idea of a good job

**2** What is your idea of a good job? Put the following ideas in order of importance. Discuss your choices with your partner.

- |   |  |
|---|--|
| <input type="checkbox"/> a chance to travel             | <input type="checkbox"/> friendly colleagues                   |
| <input type="checkbox"/> teamwork                       | <input type="checkbox"/> a good salary                         |
| <input type="checkbox"/> flexible working hours         | <input type="checkbox"/> long holidays                         |
| <input type="checkbox"/> job stability                  | <input type="checkbox"/> opportunity to meet people            |
| <input type="checkbox"/> responsibility for other staff | <input type="checkbox"/> benefits (commission, cheap holidays) |



# Reading – Job advertisements (job ads)

3 Read the job advertisements on the opposite page. Which job do you find the most / least attractive? Give your reasons why.

A

## Conference Event Co-ordinator

Conference Consultants is a dynamic events management organisation which provides creative, exciting and affordable solutions for conferences and exhibitions. We are currently looking for a hard-working person to join our staff.

The successful applicant will be responsible for organising special events. This person will have excellent customer service and management skills and be prepared to work under pressure.

An excellent salary package and company car will be offered to the right candidate.



## Night Auditor

This is a chance to become part of a well-established international five-star hotel.

We are looking for a Night Auditor for a busy hotel front office. Reporting to the Front Office Manager, you will be skilled at supervising staff, handling guest queries and complaints, maximising room occupancy and producing the daily business figures.

You are well-presented and patient with a friendly, helpful personality. This position has unlimited potential and will suit someone looking at his/her career in the long term.

B

C

## Travel Sales Consultant

*Leading travel agency is seeking a travel sales consultant to sell holidays and other travel products.*

Good telephone, IT and numeracy skills are a must. The job involves booking package tours, making hotel reservations and arranging car hire as well as designing individual holidays for the independent traveller. You will be caring, have an outgoing personality and be able to put others first.

## Resort reps

If you enjoy being in foreign places but don't like being on the move the whole time, then being a resort representative is a great job for you. You will need to be enthusiastic, energetic, possess excellent communication skills and be good at dealing with emergencies and making decisions on your own. There is the opportunity to earn commission from selling excursions to boost your basic salary.

D



# Answer the questions

**4** Read the advertisement again. Which of the jobs:

- 1 involves selling?
- 2 requires management skills?
- 3 means working abroad?
- 4 offers extra financial benefits?
- 5 involves making arrangements?
- 6 needs excellent telephone skills?

# Duties

B

## vocabulary Duties

### 5 Which verbs do not go with the nouns?

#### 1 EVENTS

arrange                      organise                      ~~make~~

#### 2 EMERGENCIES

handle                      deal with                      book

#### 3 ROOM OCCUPANCY

maximise                      boost                      produce

#### 4 TOURS

possess                      book                      organise

#### 5 STAFF

supervise                      design                      join

#### 6 INDIVIDUAL HOLIDAYS

book                      arrange                      supervise

# Duties – matching exercise

## page 4, exercise 2

### Duties

2 Match the verbs with the nouns.

- |             |   |                   |
|-------------|---|-------------------|
| 1 handle    | → | a) proposals      |
| 2 achieve   |   | b) emergencies    |
| 3 make      |   | c) staff          |
| 4 prepare   |   | d) problems       |
| 5 supervise |   | e) room occupancy |
| 6 maximise  |   | f) targets        |
| 7 write     |   | g) costs          |
| 8 solve     |   | h) decisions      |



# What is a skill?

- *skill* – an ability to do something well as a result of training, experience or may be natural.



# Vocabulary

## vocabulary

management  
communication  
computer / IT  
telephone  
organisational  
people

skills

*be skilled at + verb + -ing*  
*she's skilled at supervising staff*

Success in business depends on *skilful* (UK) / *skillful* (US) management.  
A *highly-skilled* chef can earn a lot of money.  
Being a porter is a relatively *unskilled* job.

## practice

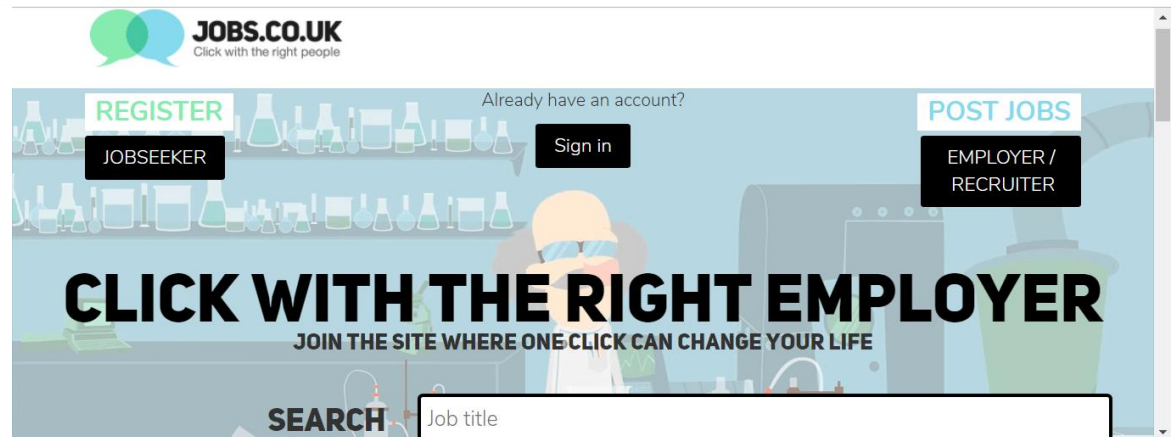
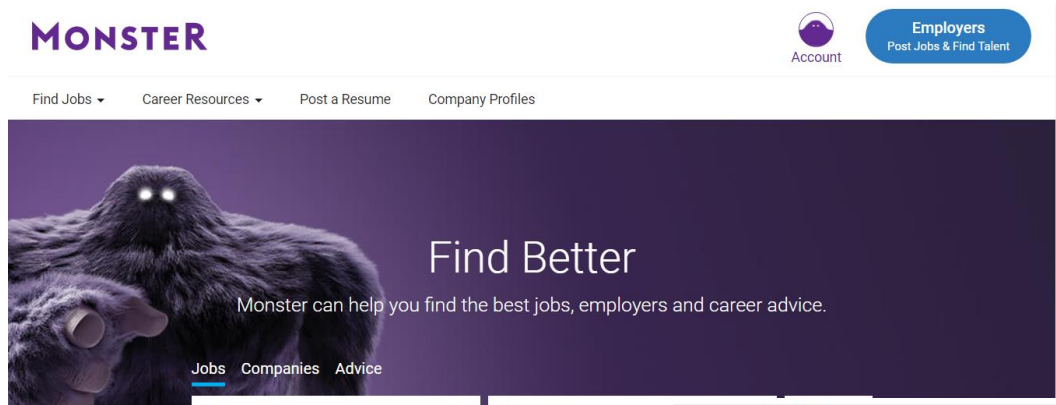
**6 Complete these sentences with words from the vocabulary box above.**

- 1 Dealing with difficult members of the public requires good communication skills.
- 2 Designing a good computer reservations system demands up-to-date  
.....
- 3 She's done a large number of relatively ..... jobs. She's been a chambermaid, a cleaner and a waitress.
- 4 He has to co-ordinate the work of several departments so he's .....  
at organising schedules.
- 5 If you work in a call centre it's essential to have excellent .....
- 6 Conference interpreting is a ..... occupation.

# Tourism jobs on the Internet

## Duties vs. skills

- <http://jobs.co.uk/>
- <https://www.monster.com/>





# *Listening*

**listening** 7 Listen to Louisa Smith talk about her job and decide which of the jobs on page 7 she does.



*Tapescripts, str. 130*  
*Travel sales consultant*

# Exercise 8, page 8

- 1 How did she get her present job?
- 2 What does she do when she works 'upstairs'?
- 3 Who does she deal with when she works 'downstairs'?
- 4 What kind of questions do people ask her?
- 5 What questions does she ask customers?
- 6 What questions do people ask her at parties?
- 7 Which countries has she been to this year?

*It sounds like a good life.*

*Do you agree?*

# Question forms page 9

## Language focus Question forms

- Yes / No questions

All these questions use an auxiliary as the first word in the question and require a positive (Yes) or negative (No) answer:

*Can you drive?*

*Are you available straightaway?*

*Did you pass the exam?*

*Do you have any previous experience?*

*Have you read our brochure?*

*Will you be free during the summer?*

- How / Wh- questions

We use these question words when we want more information than a simple yes or no. The question word is placed before the auxiliary verb.

**What** do you do in your free time?

**Why** do you want to work for us?

**Where** would you like to work?

**Whose** bag is this?

**What time** would I have to start?

**How** did you find out about the job?

**What kind of** job are you looking for?

**How long** have you studied English?

**Who** is in charge of staff training?

**How soon** will you let me know?

**When** can you let me know?

**How much** time do I spend abroad?

**Which** part of the course did you like?

**How many** days holiday are there?

- Now listen to the questions. What do you notice about the intonation at the end of the sentences?

► For more information turn to page 124.



# Practice

practice 9 Complete these questions with the correct question word. Then match the questions to the answers below.

- 1 What was your last job? ..... I was a receptionist.....
- 2 ..... languages can you speak? .....
- 3 ..... language do you speak the best? .....
- 4 ..... job are you looking for? .....
- 5 ..... did you stay in Mexico? .....
- 6 ..... did you choose to study tourism? .....
- 7 ..... will I be able to start? .....
- 8 ..... responsibility is it to supervise staff? .....

I was a receptionist      I'm most fluent in Spanish      Just a week

As soon as possible      Spanish, French and a little Arabic

I'd like to work for an airline      I like meeting people      Mrs Young's

# Listening, page 10

## listening Curriculum Vitae

**11** Work in groups. Discuss these questions. Then listen to a human resources manager talk about CVs and compare your ideas.

- 1 What makes a good CV?
- 2 How long should it be?
- 3 What should it contain?

**12** Listen again. Are these statements true or false? Correct any false statements.

- 1 A CV should be no longer than two pages.
- 2 You should always include a photograph.
- 3 You put the most recent experience first.
- 4 You should write in full sentences.
- 5 An employer is not interested in your hobbies and interests.
- 6 You should adapt your CV to the job description.
- 7 You should use good quality stationery.
- 8 You should make sure there are no grammar and spelling mistakes.

16 Use these phrases to complete the cover letter below.

I am confident      I am available      please find enclosed  
I am writing with reference to      I look forward to hearing  
I have experience of

Michel Blanc  
5 rue de la Libération  
76000 Rouen, France  
michel\_blanc@yahoo.fr

6th August

The Human Resources Officer  
Global Tours  
80 Campbell Street  
London WC2 9AN

Dear Sir or Madam,

.....<sup>1</sup> the position of Night Auditor as advertised in The Guardian of 11 January.

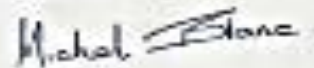
.....<sup>2</sup> a copy of my CV outlining my background and qualifications for your consideration. As an Assistant Manager of a three-star hotel .....<sup>2</sup> managing staff and dealing with guests.

I also have practical experience of increasing room occupancy and producing financial statistics. If given the opportunity .....<sup>4</sup> that I could make a valuable contribution to the running of the hotel.

.....<sup>3</sup> for interview at a time and place of your convenience. I can be reached at the above postal and email addresses or on 0033 1 5543 7574. I appreciate your time and consideration and

.....<sup>4</sup> from you soon.

Yours faithfully,



Michel Blanc  
Enclosures: CV and Photograph

cover letters page

# Thank you for your attention!

- [ninakisin.vps@gmail.com](mailto:ninakisin.vps@gmail.com)
- konsultacije: utorak od 12:00 do 14:00, kabinet 15