

Tourism Organizations Administration/ College of Administrations and Economics/

Salahaddin University- Erbil

English for International Tourism

Bank of Questions

Stage 4

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- 1. Read about the Resume/ CV in the box carefully, then answer the following group of questions:**

There's a lot of advice on CVs and a lot of it differs so it's hard to say exactly what the perfect CV is. I'd say a good CV should cover no more than two sides of A4 paper and be divided into clear headings. The first section should include personal details: name, address, telephone number, email and things. Some employees like to see a photo, too. You can always phone the company and find out.

Next comes education and qualifications starting with the most recent things. The third section deals with work experience- again starting with the most recent job. I think it's important here to be brief so use bullet points and action verbs. You don't need to use complete sentences as long as it's very clear what you have done.

Following this is the section on professional skills, show the employer your abilities, including your ability to use IT and foreign languages.

Finally, detail your interests. An employer likes to know what kind of person you are and things like team sports, for example, show this.

Perhaps the most important thing is to show how you meet the criteria in the job advertisement. Make it easy the employes to ask you to an interview.

Presentation is also important. Good quality paper and a clear typeface make a difference. And once you've written your CV check your grammar and spelling carefully. Then put it in a good quality large envelop so you don't have to fold it.

A/ Answer the following questions:

1. What makes a good CV?
2. What should it contain?

B/ Are these statements (True) or (False)? Correct any false statements.

1. An employer is not interested in your hobbies and interests.
2. You should always include a photograph.

3. You should use good quality stationary.
4. A CV should be no longer than 3 pages.
5. It is ok if you have grammar and spelling mistakes.

C/ Translate the boxed extract below into (Kurdish or Arabic):

“An employer likes to know what kind of person you are and things like team sports, for example, show this.”

2. Answer A and B

A/ Complete these questions with the correct question word from the box below.

When – How much – Why – Who – Which – How many – What kind of – Whose

1. ----- are you looking for?
2. ----- will I be able to start?
3. ----- is in charge of the staff?
4. ----- time do I spend abroad?
5. ----- did you choose to study tourism?

B/ Match the following terms to their meanings:

1. Vacation		a. Consultant	
2. Consumer		b. Trips	
3. Excursions		c. Holiday	
4. Book		d. Responsibilities	
5. Duties		e. Reserve	
		f. Customer	

3. Read the text in the following box, then answer the questions beneath carefully.

This is a chance to become a 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, maximizing 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.

1. Write a proper title for that job advertisement.
2. What management skills are required in this job?
3. Which statement in the text involves selling?
4. What is another meaning for the word career?
5. What is the opposite meaning for the long term?

4. Name five ideas of a good job. Put the ideas in order of importance.

5. Think of two jobs for an airline industry.

6. Write the meaning of each vocabulary in English:

- Book (v.) =
- Leading =
- Enthusiastic =
- Holiday =
- Sort =
- Queries =
- Excursions =
- Duties =
- Job =
- Advertisement =

7. Complete these questions with the correct question word. Then match the questions to the answers from the box.

Just a week
Spanish, French and a little Arabic
I'd like to work for an airline
Mrs Young's
As soon as possible
I was a receptionist
I'm most fluent in Spanish
I like meeting people

1. ----- language do you speak the best? -----.
2. ----- did you choose to study tourism? -----.
3. ----- long did you stay in Mexico? -----.
4. ----- was your last job? -----.

5. ----- responsibility is it to supervise staff? -----.

8. Explain the following job advertisements title in brief:

1. Night Auditor= -----
-----.

2. Conference Event Coordinator= -----
-----.

9. Give two ideas of a good job.

1.

2.

10. Explain the meaning of each expression in your own language:

1. An advert for a job=
2. Deal with emergencies=
3. Hotel reservations=
4. Organizing special events=
5. Job Stability=
6. A chance to travel=
7. Team work=
8. Apply for a job=
9. A good salary=
10. Long Holidays=
11. Depend on=
12. Find out=

13. Friendly colleagues=

11. Complete these sentences with words from the following vocabulary box:

Skilled - computer skills - highly skilled - communication skills – unskilled

1. She's done a large number relatively ----- job. She's been a chambermaid, a cleaner and a waitress.
2. Dealing with difficult members of the public requires good-----.
3. Conference interpreting is a ----- occupation.
4. Designing a good computer reservations system demands up-to-date-----.

12. Think of two jobs for the Hotel and Accommodation industry.

Hotels and Accommodation:

- 1.
- 2.