



English for International Tourism

Chapter 1: First part

All in a day s work

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Reading: Not always hospitable

Hospitality may be one of the most exciting industries to work in but as Asha Khan reports, it isn't an easy life.

The hospitality industry is one of the fastest-growing industries in the world. It offers some exciting careers and a lot of job satisfaction. But it isn't easy working in a hotel – the peak holiday season is hard work, with employees often working long hours and sometimes seven days a week.

Teamwork

Every member of staff, from the housekeeper to the hotel manager, is responsible for the hotel. In smaller hotels and motels one manager is usually responsible for rooms, the food and beverage service, registration and

general management. There is a wide variety of jobs in larger hotels, including administration jobs such as accountant and marketing executive.

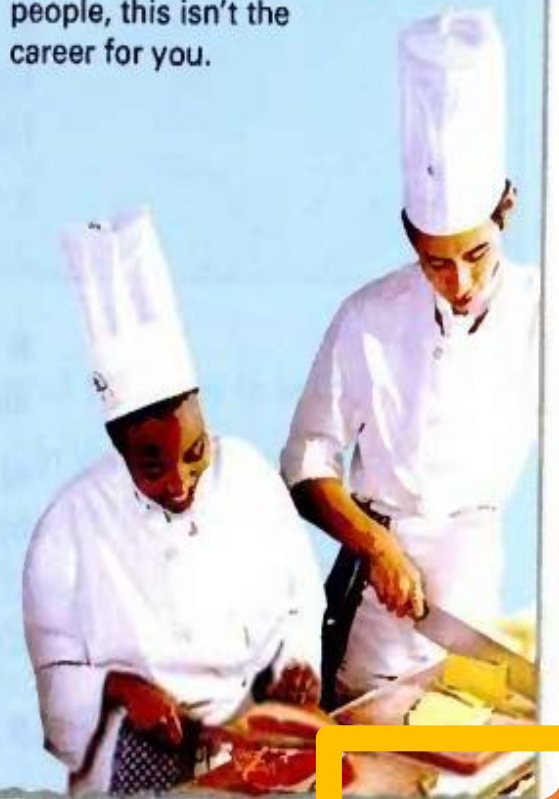
Benefits

Hotel employees get paid sick leave and holidays, as well as other benefits like free food and, occasionally, free holidays! Many hotels also offer free or cheap live-in accommodation and have resident managers and concierges.

People

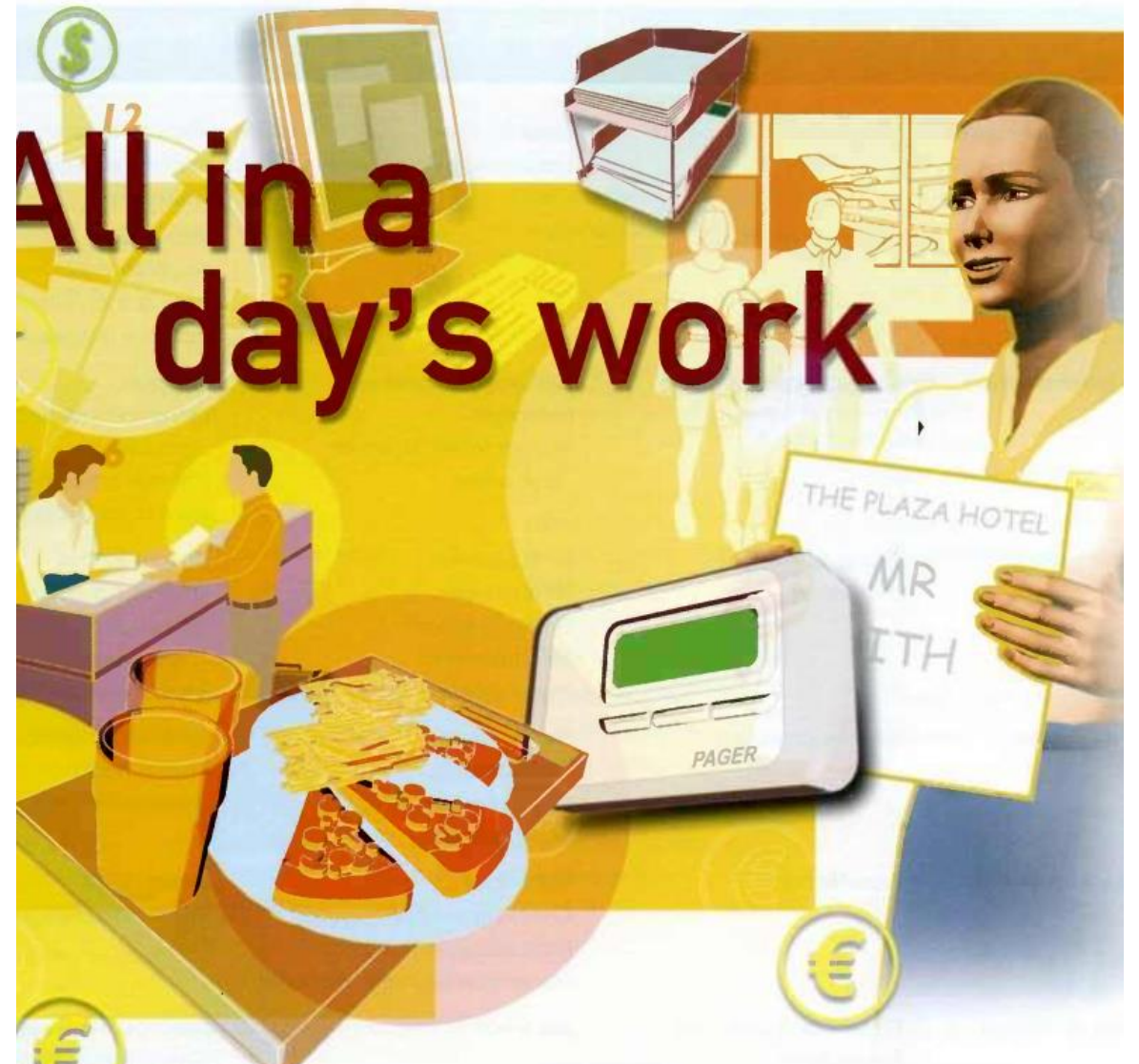
The hospitality industry is different from other

industries. Hospitality is people dealing with people, from the porter to the hotel manager. If you don't like people, this isn't the career for you.



Speaking

Ex1 Look at the picture. What are the advantages and disadvantages of working in a hotel? Compare your answers with your partner's.



Reading

Ex2 Where do you think the article on the opposite page is taken from?

- a) a newspaper
- b) a careers guide
- c) a hotel brochure

**Ex2 Read the article
again and answer these
questions.**

1. Find five jobs or areas of work that are mentioned in the text.
2. Why is the hospitality industry not always hospitable?
3. What responsibilities does a hotel manager have in a small hotel?
4. In what ways is the hospitality industry different from other industries?
5. Find three adjectives that describe a career in the hospitality industry.

Vocabulary

Hotel jobs

Ex3 Match the jobs with the duties. Use a dictionary to help you.

- | | |
|---------------------|--|
| 1 chambermaid | a) carries guests' bags to their rooms |
| 2 hotel manager | b) cleans guestrooms |
| 3 bartender | c) serves guests in the restaurant |
| 4 accountant | d) manages all the hotel staff |
| 5 concierge | e) serves guests at the bar |
| 6 porter | f) finds business for the hotel |
| 7 waiter | g) gives information and helps guests |
| 8 marketing manager | h) does the hotel's finances |
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