

English for International Tourism

Chapter 1: Second part

All in a day s work



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Reading: My Job

Eustasio Gavilán, receptionist at Darkwood Beach Hotel, Jamaica

I'm a hotel receptionist. I usually work from 7 am to 3 pm but occasionally I work nights. I prefer working during the day because I meet more guests. When I'm on night shift I'm responsible for the 'close of day'. I check both the manual records and the computer records to see which rooms are occupied, which are unoccupied, which are closed for maintenance and which need cleaning. The manager is not on duty at night or at the weekends so I'm responsible for everything at these times.

During the day shift I send faxes and emails confirming bookings,

check in new guests and prepare bills for the guests checking out. I also answer the telephone calls, deal with enquires, take reservations and put calls through to other departments.

Before a large group checks in, we receive a running list of all the names from the booking agents. I check people in as fast as possible because they have usually travelled a long way and I know they are tired. After that, I check the running list against the names of guests who checked in. There are often differences so I phone the agency to confirm the group names.

Ex1 Read the text on the opposite page and answer the questions.

UNIT 1


Exercise 1

1 A 2 C 3 D 4 B 5 D

- 1 Eustasio usually works
A day shifts.
B night shifts.
C only at weekends.
D in the afternoons.
- 2 When he works at night, he
A helps the manager.
B meets a lot of guests.
C checks the hotel records.
D sends faxes confirming bookings.
During the night, he also works as the hotel's
A telephonist.
B housekeeper.
C concierge.
D manager.
- 4 When there is a group booking, he checks the names on the running list
A when the group check in.
B immediately after they check in.
C the next day.
D when they check out.
- 5 The main topic of this text is
A what Eustasio does during the day shift.
B the difficulties of being a receptionist.
C what Eustasio likes most about his job.
D Eustasio's duties as a receptionist.

vocabulary Duties

Ex2 Match the verbs with the nouns to show some of Eustasio's duties.

- | | |
|---------------|---------------------|
| 1 check | a) guests |
| 2 send | b) records |
| 3 confirm | c) calls |
| 4 check in | d) enquiries |
| 5 prepare | e) the telephone |
| 6 answer | f) bookings |
| 7 deal with | g) reservations |
| 8 take | h) bills |
| 9 put through | i) faxes and emails |
- 

Exercise 2

1 b	2 i	3 f	4 a	5 h
6 e	7 d	8 g	9 c	

language focus:

Adverbs of frequency

Exercise 3

always, usually, often, sometimes, occasionally, hardly ever, never

Exercise 4

on: Monday, the weekend (US), 8 December

in: the morning, February, summer, the autumn, 2001

at: the weekend (UK), 7 o'clock, 11.30 pm, night, midday

3 Put these adverbs in the correct order from most to least frequent.

hardly ever often never always
sometimes usually occasionally



Prepositions of time

4 Put the words in the box in the correct groups.

Monday the weekend the morning 7 o'clock February 11.30 pm
summer the autumn night midday 2001 8 December

on	in	at
Monday		

Present simple

Exercise 5

- s: arrives, stays, makes, cleans, changes, checks, takes
- es: washes, finishes, goes, does, watches
- ies: carries, flies, tidies

Exercise 6

- 1 doesn't work
- 2 changes
- 3 doesn't offer
- 4 don't serve
- 5 ask
- 6 doesn't finish

5 What are the *he / she / it* endings for these verbs in the present simple? Put them in the correct groups.

arrive	wash	stay	carry	finish	go	make	do
clean	fly	change	watch	check	tidy	take	
-s			-es				
arrives							

6 Complete the sentences with the correct form of the verb in brackets.

- 1 Darina (not / work) doesn't work on Mondays.
- 2 The housekeeper (change) the towels every day.
- 3 The hotel (not / offer) room service after 11 pm.
- 4 We (not / serve) dinner before 9 pm.
- 5 Guests often (ask) for an alarm call.
- 6 A waiter (not / finish) work until late at night.

Ex7 Write an appropriate present simple question for each answer.

- 1 What do you do?
.....
I'm a hotel receptionist.
- 2
In a small hotel near the city centre.
- 3
I usually start at 8 o'clock in the morning.
- 4
By bus.
- 5
About forty hours a week.
- 6
No, I hardly ever work on Sundays.

Exercise 7

- 1 What do you do?
- 2 Where do you work?
- 3 When / what time do you start work?
- 4 How do you get to work?
- 5 How many hours do you work?
- 6 Do you work Sundays / on Sundays?

vocabulary Nationalities

Exercise 8

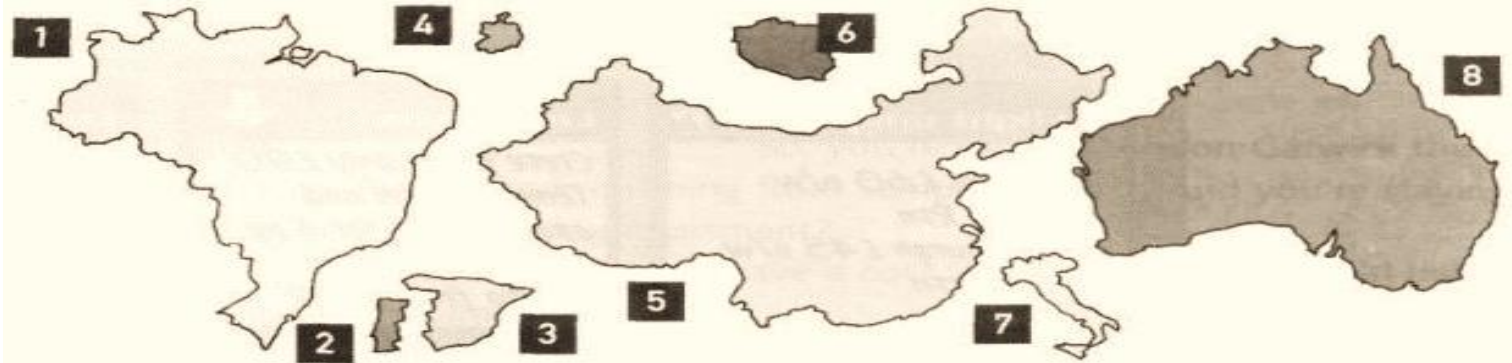
- 1 Brazil
- 2 Portugal
- 3 Spain
- 4 Ireland
- 5 China
- 6 Poland
- 7 Italy
- 8 Australia

Exercise 9

- n: Australian, Kenyan, South African
- ian: Italian, Brazilian, Canadian, Hungarian
- ish: Irish, Spanish, Polish, Swedish, Turkish
- ese: Portuguese, Chinese, Japanese, Taiwanese

8 Match the countries in the box with the outlines.

Italy Ireland Portugal Australia Spain Brazil Poland China



9 What are the nationalities from these countries? Put them in the correct group below.

Italy Ireland Portugal Australia Spain Brazil Poland
China Canada Hungary Japan Kenya
South Africa Sweden Taiwan Turkey

-n	-ian	-ish	-ese
	Italian		