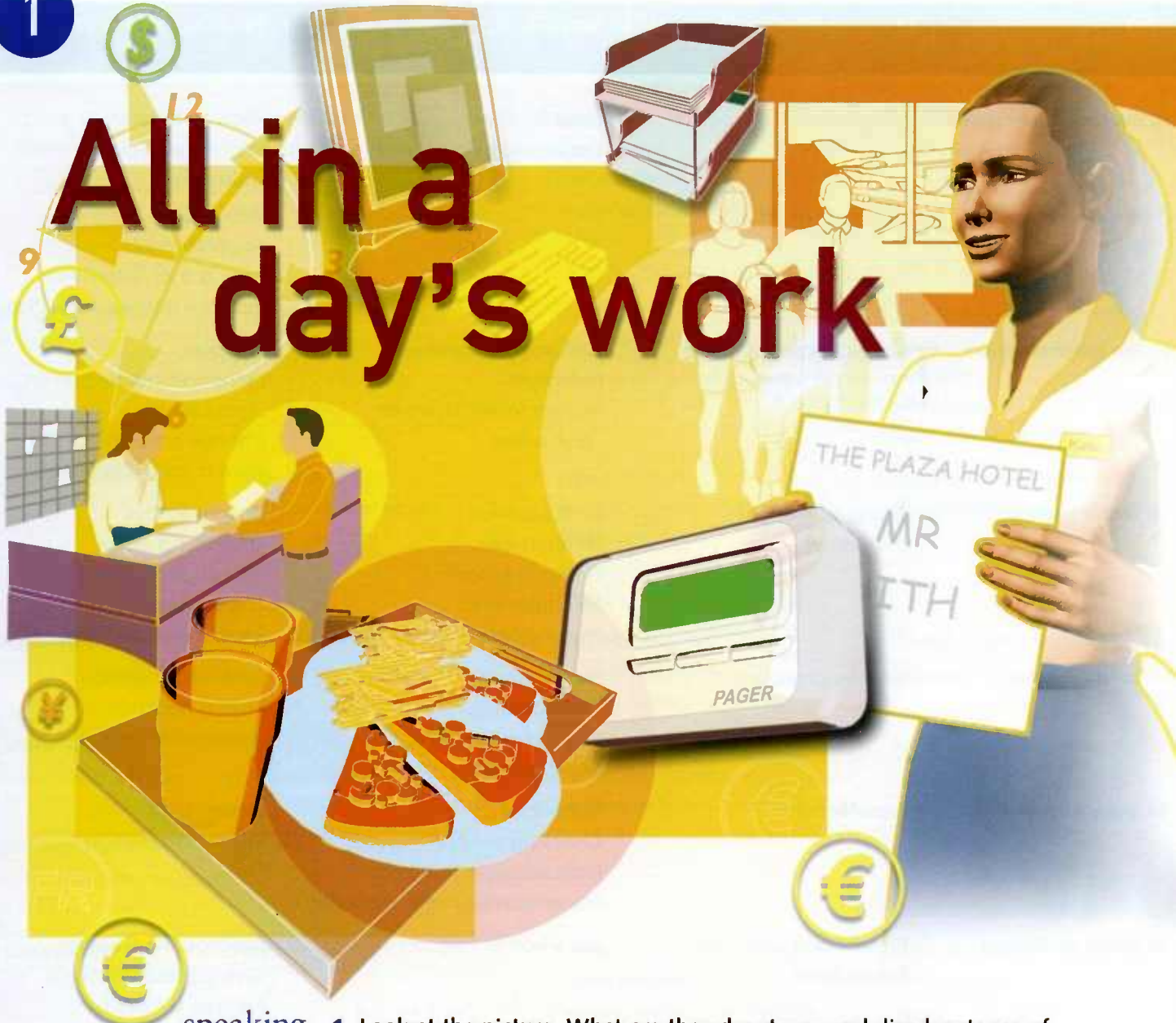


1

All in a day's work

All in a day's work



speaking

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

reading

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

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

3 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.

Underline or highlight the part of the text where you found your answers.

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.



vocabulary Hotel jobs

4 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 |

pronunciation The /h/ sound

5 Which word does not have the /h/ sound? Practise saying the words.

hotel hospitality holiday hours housekeeper happy help

speaking 6 Work in pairs. What do you like about the hospitality industry? Write down five things and then compare your ideas with your partner's.



listening Daily duties

7 Darina Farrell is the Assistant Housekeeper in the Bahama Beach Hotel in the Caribbean.

Listen and answer the questions.

- 1 What are SOs?
- 2 What are COs?

8 What do the housekeepers usually do if they have an SO? Listen again and tick (✓) the phrases you hear.

- | | |
|------------------------|-----------------------|
| a) change the sheets ✓ | e) clean the bathroom |
| b) use the computer | f) make the bed |
| c) check the soap | g) tidy the bedroom |
| d) change the towels | h) use air freshener |

9 Darina talks about her working hours. Listen and answer the questions.

- 1 How many days a week does she work?
- 2 How often does she work at the weekend?
- 3 When does she have some free time?
- 4 What hours does she sometimes work on Mondays?

Language focus Adverbs of frequency

Look at the examples and underline the correct option below.

Darina **always** works on Saturdays and Sundays.

She **usually** works from nine to one.

The hotel isn't **often** busy on Tuesdays.

They **sometimes** work until three in the afternoon.

Darina **hardly ever** finishes early on Mondays.

She is **never** late for work.

We put the adverbs *always, usually, often, sometimes, hardly ever* and *never* before / after the verb *be* and before / after other verbs.

► For more information turn to page 125.

speaking 10 Work in pairs. Write six sentences about your partner, using *always, usually, often, sometimes, hardly ever* and *never*.

listening 11 Listen to Darina and complete the notes.

- 1 She's responsible for^{six}..... to chambermaids.
- 2 One of her main duties is to new staff.
- 3 She has a bleeper so that people her.
- 4 After the chambermaids have cleaned the rooms, she that everything is OK.

Language focus Present simple

- We use the present simple for regular activities and situations.
- We make negative sentences and questions with *do / does*.

*New chambermaids **don't work** alone.*

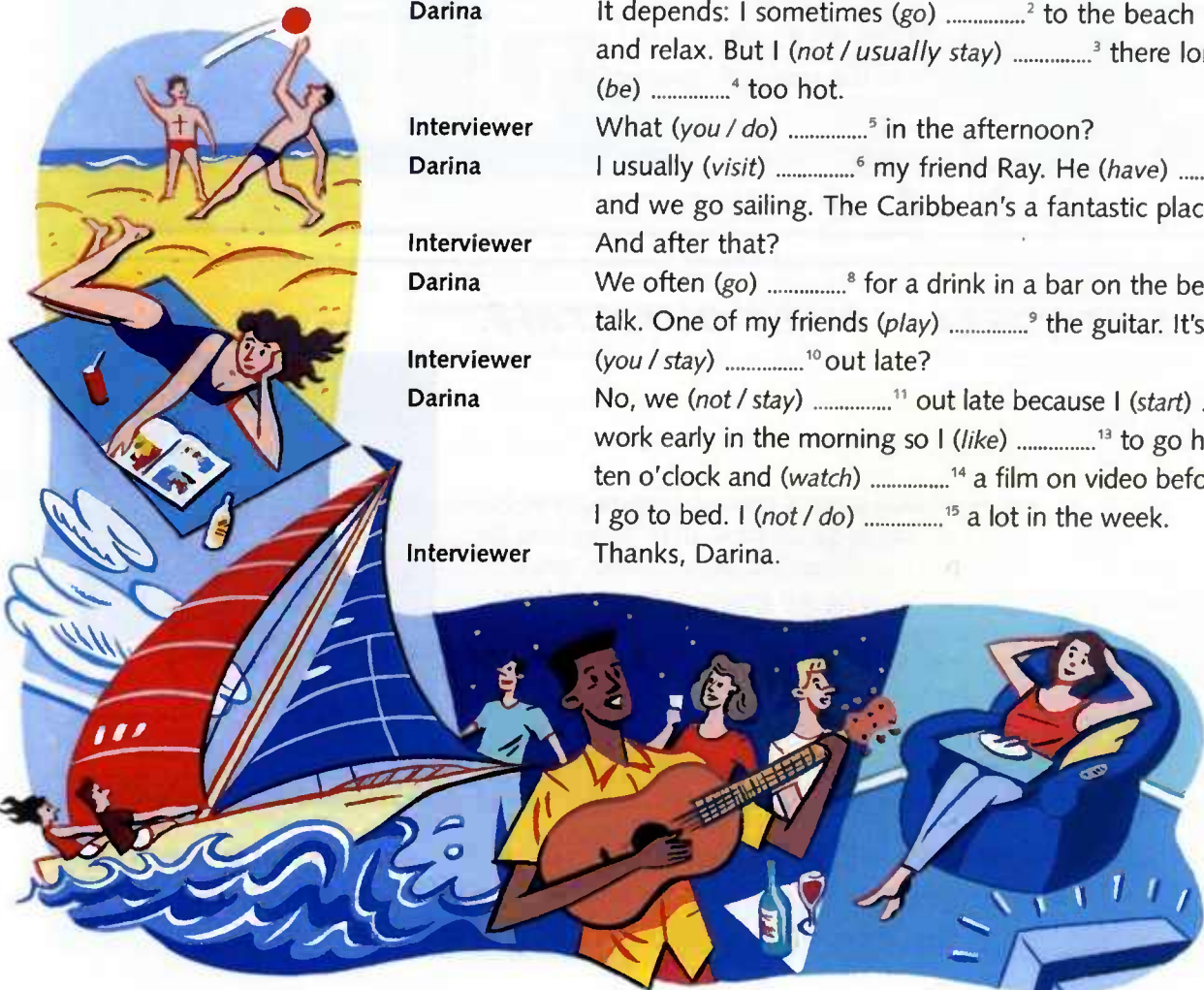
*Why **does** she **carry** a bleeper?*

- With *she, he, it* we put *-s* at the end of verbs.
cleans, trains, likes, plays, goes, flies

► For more information turn to page 125.

practice 12 Complete the interview with the correct form of the verbs in brackets.

- Interviewer So what (*you / do*)¹ in your free time, Darina?
- Darina It depends: I sometimes (*go*)² to the beach in the morning and relax. But I (*not / usually stay*)³ there long because it (*be*)⁴ too hot.
- Interviewer What (*you / do*)⁵ in the afternoon?
- Darina I usually (*visit*)⁶ my friend Ray. He (*have*)⁷ a boat and we go sailing. The Caribbean's a fantastic place for sailing.
- Interviewer And after that?
- Darina We often (*go*)⁸ for a drink in a bar on the beach and just talk. One of my friends (*play*)⁹ the guitar. It's great fun.
- Interviewer (*you / stay*)¹⁰ out late?
- Darina No, we (*not / stay*)¹¹ out late because I (*start*)¹² work early in the morning so I (*like*)¹³ to go home around ten o'clock and (*watch*)¹⁴ a film on video before I go to bed. I (*not / do*)¹⁵ a lot in the week.
- Interviewer Thanks, Darina.



speaking 13 Work in groups of three. Discuss these topics and complete the sentences below.

family free time travel study work favourite holiday destinations

All of us ... Two of us ... One of us ... None of us ...

pronunciation The /s/, /z/ and /ɪz/ sounds

14 What is the pronunciation of the letter *s* at the end of these words? Put them in the correct groups.

goes watches flies starts washes wants finishes arrives

/s/	/z/	/ɪz/
likes	plays	changes

reading 15 Read the webpage below. Are these statements true or false? Correct any false statements.

- 1 Vanessa hasn't worked at the hotel for very long.
- 2 She's very happy with her job.
- 3 She always tries to use guests' names.
- 4 She does the same things every day.

The screenshot shows a web browser window with the address bar containing <http://www.sunbay.com/staffprofile.html>. The page title is "SUN BAY HOTEL - MEET OUR STAFF." The main content features a profile for Vanessa Perez, Reception / Front Desk. The text reads: "I've been here at the Sun Bay Hotel since it opened. I am proud to be part of such a great team of people and look forward to being here for many years to come. I always try to remember guests' names when they get here. I like to see the smiles on our guests' faces and I help them with anything I can during their stay. Every day is different at the hotel. I think I have the best job in town." To the right of the text is a photograph of Vanessa Perez, a woman with dark hair, wearing a white top and large earrings.

speaking 16 Work in pairs. Student A turn to page 113. Student B turn to page 117. Ask questions to complete the information about two staff members at the Sun Bay. Then write a short text about them for the website.

vocabulary Nationalities

17 Match the countries with the pictures. Then write the nationality for each country.

USA | France | Spain | Italy | Russia | Germany



speaking 18 Work in pairs. Student A turn to page 114. Student B look at the information below and ask your partner questions to complete the Sun Bay Hotel register.

What's the name of the guest in room 212? Can you spell that for me?
Where's he/she from? What's his/her passport number?

Room	Name	Nationality	Passport number
211	Mrs Andropov	Russian	4915564GA
212	Mr Brandt
308	Ms Winger	American	B591247900
319
415	Mr Cervantes	Spanish	X167162IV
417
502	Mr Xiao	Chinese	Q709867403
507