

A CAREER IN TOURISM: Communicative Activities



Case Study

In a job interview, you may be asked about your strengths and weaknesses. When you are asked a question about your weaknesses, it is best to mention a skill or trait that does not affect your performance at work. Here are some examples of how you can talk about strengths and weaknesses.



Q: How would you describe your strengths?

I pay attention to details and I'm patient.

I'm very thorough and I work well in a team.

I have a good sense of humour and I've been told that I put guests at ease.

My current boss says I'm very efficient and I'm always punctual.

Q: What weaknesses do you have?

I'm a perfectionist so I sometimes stay back at work to check everything is OK.

I need to improve my range of vocabulary in English, so I'm studying at home every week .

I enjoy learning and improving my knowledge . It takes up some of my spare time.

1. Reading Activity

Read the descriptions of these tourism industry jobs and then decide which name goes with which one.



- a. She/he works in one of the "frontoffices" by the front hall or lobby of the hotel. Usually, all members of staff who work in these offices have direct personal or telephone contact with the guests. In a large hotel he or she welcomes and registers the guests. In a small hotel the work may also include managerial or accountancy tasks.
- b. She/he carries baggage for passengers of an airline, railroad or coach or at a hotel. They also perform related services, such as calling taxis, directing persons to ticket windows and rest rooms, and assisting handicapped passengers upon their arrival or departure.
- c. She/he conducts gambling tables, such as dice, roulette, or cards, in gambling establishment or casino. They exchange paper currency for playing chips or coin money and announce winning number or color to players.
- d. She/he prepares, season, and cooks soups, meats, vegetables, desserts, or other food stuffs in restaurants. May order supplies, keep records and accounts, price items on menu, or plan a menu.
- e. She/he takes orders and serves food and beverages to patrons at tables in dining establishments.
- f. She/he escorts individuals or groups on sightseeing tours or through places of interest, such as industrial establishments, public buildings, and art galleries.
- g. She/he performs any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.
- h. She/he assists patrons at a hotel, apartment or office building with personal services. May take messages, arrange or give advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance.
- i. She/he analyzes financial information and prepares financial reports to determine or maintain record of assets, liabilities, profit and loss, tax liability, or other financial activities within an organization.
- j. She/he plans and sells transportation and accommodation for travel agency customers. They determine destination, modes of transportation, travel dates, costs, and accommodations required.

Self evaluation

Write the letter of the job in the appropriate gap.

Matching exercise.

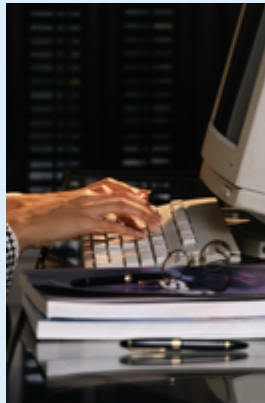
Job.	Letter.
Accountant.	<input type="radio"/>
Waiter or waitress.	<input type="radio"/>
Receptionist.	<input type="radio"/>
Travel agent.	<input type="radio"/>
Porter.	<input type="radio"/>
Concierge	<input type="radio"/>
Tour guide.	<input type="radio"/>
Cleaner.	<input type="radio"/>
Cook.	<input type="radio"/>
Croupier.	<input type="radio"/>

Submit

2. Listening Activity I

Now it's your turn

Listen to the following text about the job of a travel agent and decide if the following questions are true or false.



[Script](#)

You need a university degree to become a travel agent.

- True.
- False.

In-service training, or continuing your education while you work, is increasingly important.

- True.
- False.

The average annual salary of a travel agent is \$42,000.

- True.
- False.

This occupation includes travel benefits, such as reduced rates for transportation and lodging.

- True.
- False.

Most clients now prefer to book their vacations on travel and airline

most clients now prefer to book their vacations on travel and airline websites for low-cost fares.

- True.
- False.

Travel agents increasingly specialize in specific destinations or by type of travel or traveller.

- True.
- False.

Now you can listen again and read at the same time.

[Transcript](#)

2.1. Listening Task II

Self-evaluation



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Listen to three people, Joe, Betty and Ann, talking and decide which sentences they ended up working in the tourism industry and decide which of the sentences below apply. Write the numbers 1, 2 or 3 (Ann) in the gaps. Sometimes more than one answer is possible.

Joe:

Betty:

Ann:

- | | | | |
|--|-----------------------|---|-----------------------|
| He/she did not want to study | <input type="radio"/> | He/she used to work in a small hotel | <input type="radio"/> |
| He/she went to college for 3 years | <input type="radio"/> | He/she has worked in a hotel | <input type="radio"/> |
| He/she studied in France | <input type="radio"/> | He/she is working in a hotel now | <input type="radio"/> |
| He/she studied to be a hotel manager | <input type="radio"/> | His/her parents own a small hotel | <input type="radio"/> |
| He/she worked in a restaurant | <input type="radio"/> | He/she is studying at university now | <input type="radio"/> |
| He/she worked as a receptionist | <input type="radio"/> | He/she has had a baby | <input type="radio"/> |
| He/she worked as an assistant restaurant manager | <input type="radio"/> | He/she thinks initiative is very important | <input type="radio"/> |
| He/she used to work part-time | <input type="radio"/> | He/she would like to work for a tour operator | <input type="radio"/> |
| He/she is working part-time now | <input type="radio"/> | His/her first job was relatively important | <input type="radio"/> |

Submit



Tapescript

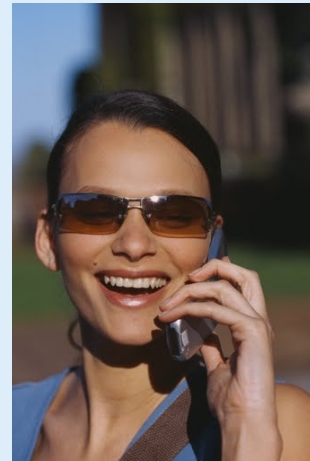
Read the text now.

Show Feedback

2.2. Listening Task III

Self evaluation

Sarah wants to get some work experience abroad in the hotel and catering industry. She phones Interlanguages for information. Decide if the following sentences are true or false according to the text.



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Interlanguages offers programmes in France, Hungary, Spain, Italy, Canada and Japan.

True False

Sarah does not want to go to Canada

True False

It is possible to have individual or group French language tuition

True False

All work experience is paid.

True False

In the 10-week programme you can start whenever you want.

True False

If you don't have a European passport you need a visa to enter France.

True False

People from 16 to 35 can join these programmes.

True False

Sarah wants to do voluntary work and attend French classes.

True False

Sarah's email address is mars@gmail.com

True False



Tapescript

Read the text now.

Show Feedback

3. Speaking Activity



Activity

Note: the speaking activities are not obligatory (unless your teacher says otherwise) though clearly, the more you practise, the better for you and your level of English. Your teacher will open a forum in which you can arrange to practise speaking with your partners. How much you use it depends on you.

Write some notes about what you do every day: your daily routine. Then send a message to the forum telling your partners and tutor about it. Try not to read your notes. Speaking is not reading! It is normal to repeat things, to hesitate and to make mistakes.



Think about it

If you are not too sure what to talk about, go back to the initial text in the Section in which Alan Bennet describes his daily routine. Here you have some advice:

Show Feedback

Find a partner to practise a job interview. You should use one of the jobs advertised in section 2 of this unit (Blue Skies Hostels, Burger Kingdom and large restaurant chain). One of you is applying for the job and the other is in charge of interviewing and hiring new staff at one of the companies that advertised vacancies.



4. Writing Activity

Write 10 *Dos* or *Dont's* to help people who are writing letters of application and then post it on the forum of the unit. The first ones have been done for you.

- ✓ *Do check for spelling and grammar mistakes.*
- ✓ *Don't use initials for company names or qualifications.*





Decide which of the following are the most important features of a good job for you. Tell your partners and tutor on the unit forum about it, giving reasons.

- ✓ A good salary.
- ✓ Benefits (commissions, cheap holidays).
- ✓ Atmosphere /friendly colleagues.
- ✓ Promotion.
- ✓ Security /job stability.
- ✓ Freedom.
- ✓ Responsibility.
- ✓ A chance to travel.
- ✓ Long holidays.
- ✓ Flexible working hours.
- ✓ Opportunity to meet people.
- ✓ Respectability.



Appendix I: Licences of Resources

Licences of Resources used in Communicative Activities.

Resource (1)	Resource information (1)	Resource (2)	Resource information (2)
	<p>By: Stockbyte. Licence: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia. From: CD-DVD Num. CD165.</p>		<p>By: Stockbyte. Licence: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia. From: CD-DVD Num. V43.</p>
	<p>By: Stockbyte. Licence: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia. From: CD-DVD Num. V43.</p>		<p>By: <u>CEJA</u>. Licence: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia. From: CEJA.</p>

	<p>By: net_efekt. Licence: CC by-nc-sa. From: http://www.flickr.com/photos/wheatfields/697228051/</p>		<p>By: Maribel Á Licence: Uso no comercial para plataformas públicas de Formación Profesional a distancia. From: Montaje de la siguiente imagen</p> <p>✓ Nombre: stk3239</p> <ul style="list-style-type: none"> ➔ B S ➔ L U e n c p p F P a ➔ F D C
<p>MP3</p>	<p>By A Watson Elaboración propia</p>	<p>MP3</p>	<p>By A Watson Elaboración propia</p>
	<p>By FEDAN-©-CD176 Licence: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia.</p>		<p>By FEDAN-©-CD176 Licence: Uso educativo no comercial para plataformas públicas de Formación Profesional a distancia.</p>
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