

1



Careers in tourism

Careers in tourism

Jobs in tourism

1 Work in pairs. Match the pictures with these sectors of the travel industry. Then answer the questions below.

- airlines
- hotels and accommodation
- ferry and cruise companies
- catering
- car hire

- 1 What sector of the travel industry most appeals to you?
- 2 Think of two jobs in each sector.
- 3 Which of these jobs interest you the most?

2 What is your idea of a good job? Put the following ideas in order of importance. Discuss your choices with your partner.

- | | |
|---|--|
| <input type="checkbox"/> a chance to travel | <input type="checkbox"/> friendly colleagues |
| <input type="checkbox"/> teamwork | <input type="checkbox"/> a good salary |
| <input type="checkbox"/> flexible working hours | <input type="checkbox"/> long holidays |
| <input type="checkbox"/> job stability | <input type="checkbox"/> opportunity to meet people |
| <input type="checkbox"/> responsibility for other staff | <input type="checkbox"/> benefits (commission, cheap holidays) |

reading Job advertisements

3 Read the job advertisements on the opposite page. Which job do you find the most / least attractive? Give your reasons why.

4 Read the advertisement again. Which of the jobs:

- 1 involves selling?
- 2 requires management skills?
- 3 means working abroad?
- 4 offers extra financial benefits?
- 5 involves making arrangements?
- 6 needs excellent telephone skills?

A

Conference Event Co-ordinator

Conference Consultants is a dynamic events management organisation which provides creative, exciting and affordable solutions for conferences and exhibitions. We are currently looking for a hard-working person to join our staff.

The successful applicant will be responsible for organising special events. This person will have excellent customer service and management skills and be prepared to work under pressure.

An excellent salary package and company car will be offered to the right candidate.



Night Auditor

This is a chance to become 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, maximising 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.

B

vocabulary Duties

5 Which verbs do not go with the nouns?

- | | | | |
|-----------------------|-----------|-----------|-----------------|
| 1 EVENTS | arrange | organise | make |
| 2 EMERGENCIES | handle | deal with | book |
| 3 ROOM OCCUPANCY | maximise | boost | produce |
| 4 TOURS | possess | book | organise |
| 5 STAFF | supervise | design | join |
| 6 INDIVIDUAL HOLIDAYS | book | arrange | supervise |

C

Travel Sales Consultant



Leading travel agency is seeking a travel sales consultant to sell holidays and other travel products.

Good telephone, IT and numeracy skills are a must. The job involves booking package tours, making hotel reservations and arranging car hire as well as designing individual holidays for the independent traveller. You will be caring, have an outgoing personality and be able to put others first.

Resort reps

If you enjoy being in foreign places but don't like being on the move the whole time, then being a resort representative is a great job for you. You will need to be enthusiastic, energetic, possess excellent communication skills and be good at dealing with emergencies and making decisions on your own. There is the opportunity to earn commission from selling excursions to boost your basic salary.

D

vocabulary

management
communication
computer / IT
telephone
organisational
people

skills **be skilled at** + verb + -ing
she's **skilled at** supervising staff

Success in business depends on **skilful** (UK) / **skillful** (US) management.
A **highly-skilled** chef can earn a lot of money.
Being a porter is a relatively **unskilled** job.

practice 6 Complete these sentences with words from the vocabulary box above.

- 1 Dealing with difficult members of the public requires good communication skills.
- 2 Designing a good computer reservations system demands up-to-date
- 3 She's done a large number of relatively jobs. She's been a chambermaid, a cleaner and a waitress.
- 4 He has to co-ordinate the work of several departments so he's at organising schedules.
- 5 If you work in a call centre it's essential to have excellent
- 6 Conference interpreting is a occupation.

listening 7 Listen to Louisa Smith talk about her job and decide which of the jobs on page 7 she does.



8 Listen again and answer these questions.

- 1 How did she get her present job?
- 2 What does she do when she works 'upstairs'?
- 3 Who does she deal with when she works 'downstairs'?
- 4 What kind of questions do people ask her?
- 5 What questions does she ask customers?
- 6 What questions do people ask her at parties?
- 7 Which countries has she been to this year?

Language focus Question forms

- **Yes / No questions**
All these questions use an auxiliary as the first word in the question and require a positive (Yes) or negative (No) answer:

<i>Can you drive?</i>	<i>Are you available straightaway?</i>
<i>Did you pass the exam?</i>	<i>Do you have any previous experience?</i>
<i>Have you read our brochure?</i>	<i>Will you be free during the summer?</i>
- **How / Wh- questions**
We use these question words when we want more information than a simple yes or no. The question word is placed before the auxiliary verb.

What do you do in your free time?	Why do you want to work for us?
Where would you like to work?	Whose bag is this?
What time would I have to start?	How did you find out about the job?
What kind of job are you looking for?	How long have you studied English?
Who is in charge of staff training?	How soon will you let me know?
When can you let me know?	How much time do I spend abroad?
Which part of the course did you like?	How many days holiday are there?
- Now listen to the questions. What do you notice about the intonation at the end of the sentences?
▶ For more information turn to page 124.

practice 9 Complete these questions with the correct question word. Then match the questions to the answers below.

- | | |
|--|--|
| 1 ... <u>What</u> ... was your last job? | <u>I was a receptionist.</u> |
| 2 languages can you speak? | |
| 3 language do you speak the best? | |
| 4 job are you looking for? | |
| 5 did you stay in Mexico? | |
| 6 did you choose to study tourism? | |
| 7 will I be able to start? | |
| 8 responsibility is it to supervise staff? | |

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

speaking 10 Work in pairs. Find out the following information from your partner.

date of birth place of birth work experience languages
 countries visited professional skills hobbies ambitions

Before you read

- 1 Work in pairs. Tell your partner which country you most want to travel to and why.

Reading

- 2 'Travel Tips' is a website where people can get information or advice about travel and holidays from travel experts. Match the questions (1–3) with the answers (a–c).

- 1 I'd like to work in the travel industry when I leave school. What advice can you give me?
- 2 I'm doing research on popular tourist destinations. Do you have any information?
- 3 My friends are going on a package holiday to Greece, but I don't want to spend two weeks sunbathing on the beach. I'm eighteen, and I want a different kind of holiday. Please help!

Travel Tips

a Cities like London, Paris, and Venice are very popular places for sightseeing. The pyramids in Egypt and the Great Wall of China are important tourist attractions. They receive thousands of **visitors** each year. However, **tourists** today are always looking for new destinations. It is now possible to visit Antarctica, to take holidays under the sea, and even to go on holiday in space.

b Lots of companies offer organized tours with **tour leaders**. These are often to places famous for their art and history, like Italy or Egypt. Or what about an adventure holiday – trekking or scuba-diving? Wildlife holidays, with activities from birdwatching to whale-watching, are popular but can be expensive. Or you could choose independent travel. A lot of young people go backpacking around the world after they finish their education.

c You need to decide which part of the travel industry you want to work in. If you like people, you could work for an airline, looking after **passengers** in the air or on the ground. Or you could work in a hotel, where you would meet and talk to **guests** every day. If you like the business side more, think about working for a tour operator (the people who organize holidays) or a travel agent (the people who sell them to **customers**). If you want to travel, you can become a tour leader.

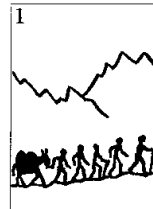
Vocabulary

- 3 Complete the definitions (1–6) with the **highlighted** words in the text.

- 1 _____ buy products or services.
 2 _____ stay in hotels.
 3 _____ travel in planes, trains, buses, or boats.
 4 _____ take groups of people on organized holidays.
 5 _____ visit particular places or buildings.
 6 _____ travel to places on holiday.

- 4 Match the holiday activities (a–f) with the pictures (1–6).

- a sunbathing d scuba-diving
 b sightseeing e whale-watching
 c trekking f backpacking



Speaking

- 5 Work in pairs.

- 1 Make a list of some popular tourist destinations in your own country or from around the world.
 2 Describe the places on your list to the class but don't say their names. The other students have to guess the places and say whether they would like to go there.

This is a city in Italy. It's very beautiful. It's got canals and gondolas instead of streets and cars ... (Answer: Venice)

Get real

Work in groups. Use maps, the Internet, or reference books to find out as much as possible about an unusual or strange destination. Report back to your class. Choose the top three unusual destinations for a class 'tourist information board'.

2 What's your job?


Before you read

- 1 Look at these four jobs in the tourist industry. Which one would you most like to do and why?
- a hotel receptionist c tour leader
b restaurant manager d tourist information officer

Reading


- 2 Read about four people who work in the tourist industry. Match each person with one of the jobs in Exercise 1.

Kukrit




I work in the centre of Bangkok, at Hualamphong railway station. My job is to advise tourists about accommodation, transport, and sightseeing. It takes a lot of energy - you need to be patient and friendly. I really like helping people to have a nice time in my city, but it's very tiring.

Monika




I work six days a week, including evenings. In this job you need to be well organized and efficient. I plan the menus with the chef, handle the day-to-day running of the business, do the accounts, and manage a team of ten. The only part of the job I don't like is dealing with customers' complaints.

Ramón



What I like about my job is that every day is different. I'm part of a team and we all get on well. I have to check guests in and out of the hotel, take reservations, and sort out problems. I enjoy dealing with people - except the ones who are rude. For a job like this, you need to be a sociable person and to be diplomatic.

Alex



When I'm on a tour, I'm my own boss, and I really enjoy that. You need to be calm and resourceful for this job. Basically, I'm responsible for making sure that the tour goes smoothly and that people enjoy their holiday. I check the transport arrangements, organize the accommodation, tell people what's happening each day, and deal with any problems. The only negative thing is that it's a big responsibility.

- 3 Read the information again. Complete the notes.

Person	Job	Responsibilities
Kukrit	_____	<i>advises travellers about accommodation, etc.</i>
Monika	_____	_____
Ramón	_____	_____
Alex	_____	_____

- 4 Write the correct name.
- a _____ doesn't like dealing with complaints.
b _____ likes helping people to have a nice time in his/her city.
c _____ likes being his/her own boss.
d _____ doesn't like rude people.

Vocabulary

- 5 Find two words in the texts in Exercise 2 that describe the personal qualities you need for each job. Then add one more of your own.

Job	Qualities
1 tourist information officer	<i>patient</i> _____
2 restaurant manager	_____
3 hotel receptionist	_____
4 tour leader	_____

- 6 Here are some other jobs from the tourist industry. Check that you know what they all do.

travel agent ■ resort manager ■ interpreter
■ check-in staff ■ courier

Speaking

- 7 Work in pairs. Choose a job from the list in Exercise 6. Imagine it's your job. Think about:

- what you do every day
- the personal qualities you need.

Describe the job to your partner and ask him/her to guess which it is.

Writing

- 8 Read the information in Exercise 2 again. Write a similar paragraph about a job you'd like to do.

Get real

Work in pairs. Use newspapers or the Internet to find adverts for jobs in the tourist industry. Tell your class where you found the adverts and what experience and qualities you need for each one. Create a class 'jobs page' with the best ones.

1 What is tourism?

Take off

- pilot
- tour guide
- flight attendant
- tourist information officer
- travel agent
- receptionist
- waiter
- resort rep
- chef
- porter
- hotel manager
- airline check-in clerk

- 1 What jobs do the people in the pictures do? Choose from the list.
- 2 Put the other jobs into categories, for example, *travel jobs*, *hotel jobs*.
- 3 How many different categories are there? Can you think of other tourism jobs for each of the categories? If you don't know the name, describe or mime what the person does.
- 4 What is the best job in tourism in your opinion?



Tourism: the world's biggest industry ... the world's best jobs



In this unit

- jobs in tourism
- describing job skills
- describing job routines
- the tourism industry today

Vocabulary

Adjectives for job skills

With a partner, look at the adjectives for describing people.

1 Find six pairs of opposite adjectives.

- | | | | |
|--------------|-----------|-----------|-------------|
| calm | friendly | flexible | extrovert |
| nervous | lazy | smart | shy |
| disorganized | creative | confident | hardworking |
| scruffy | practical | organized | unfriendly |

2 Choose one of the jobs in *Take off*. Say which three qualities are the most important.

Speaking

Careers questionnaire

1 What is your working style? Look at the questionnaire and tick (✓) the qualities and skills which describe you.

Questionnaire

QUALITIES

I am

smart	<input type="checkbox"/>	extrovert	<input type="checkbox"/>	hardworking	<input type="checkbox"/>
flexible	<input type="checkbox"/>	organized	<input type="checkbox"/>	practical	<input type="checkbox"/>
creative	<input type="checkbox"/>	creative	<input type="checkbox"/>	confident	<input type="checkbox"/>

SKILLS

I enjoy meeting new people.	<input type="checkbox"/>
I enjoy working as part of a team.	<input type="checkbox"/>
I like working independently.	<input type="checkbox"/>
I am good at explaining things.	<input type="checkbox"/>
I am good at dealing with people.	<input type="checkbox"/>
I can make people relax.	<input type="checkbox"/>
I am able to do more than one thing at the same time.	<input type="checkbox"/>
I like working under pressure.	<input type="checkbox"/>
I know how to use computers and technology.	<input type="checkbox"/>
I feel confident about dealing with money.	<input type="checkbox"/>
I am willing to work long hours.	<input type="checkbox"/>
I am good at languages.	<input type="checkbox"/>

2 Discuss your answers with a partner.

3 Which three skills are most important for a career in tourism?

Language spot

Describing job skills

Look at the sentences for describing job skills and abilities.

+ infinitive	+ -ing or noun
I can make people relax.	I enjoy meeting new people.
I know how to use computers.	I like working independently.
I am willing to work long hours.	I am good at languages.
I am able to do more than one thing at the same time.	I feel confident about dealing with money.

1 Complete the paragraph. Choose from the words in the list.

- | | |
|------------------|----------------------------|
| be / being | understand / understanding |
| smile / smiling | use / using |
| speak / speaking | work / working |

So you want to work in tourism?

What do you have to do? What do you need to know?

In most tourism jobs you have to enjoy _____¹ with people – not just the customers but your colleagues as well. You have to be able to _____² as part of a team. You have to know how to _____³, even if you're having a bad day. It's also important to be able to _____⁴ clearly on the phone. In many jobs you need to be good at _____⁵ people with different languages and cultures, and you need to be confident about _____⁶ the languages that you know. Sometimes, especially if you work in an office, you have to know how to _____⁷ computers. It's also important to be flexible, and you often have to be willing to _____⁸ long or unusual hours. But most of all you have to like _____⁹ with people.

2 Look back at the jobs in *Take off*. What skills and abilities do you think they need?

EXAMPLE

A flight attendant has to be willing to work long hours.

» Go to **Grammar reference p.119**

Andrew Sharpe

Personal details

Age 28

Single

Born in the Parish of Manchester, Jamaica



Tourism experience

Started in tourism at the age of twelve, as an assistant in a restaurant

Trained on the Cayman Islands – one-year work experience as a chef

Other tourism jobs: hotel front desk, car rental supervisor, night manager of a small hotel, check-in clerk for a charter airline

Present job

Runs his own tour company ('Authentic Caribbean Holidays Ltd.')

Promotes 'Unique Jamaica' programme (adventure travel)

Attends trade fairs

Runs in-school programmes for Jamaican students to teach tourism development, sustainability, and community tourism

Offers internships and work experience for university students

'There's so much to do in tourism.

There are many aspects: hotels, water sports, tour operation, travel agents.'

What do you need to succeed in tourism?

'Working in tourism is about love – love for the industry. If you don't love it, forget it. It's a people industry. It's providing service. It's people enjoying and experiencing your culture. That's crucial. If you don't have that love, it doesn't make sense. If you work in the industry, you've got to love it.'

It's my job

Read about Andrew Sharpe from Jamaica.

- 1 When did Andrew start working in tourism?
- 2 What jobs has he done in tourism?
- 3 What does he do now?
- 4 What does he think is important when you work in tourism?
- 5 What does he want to do in the future?

What do you like about tourism?

'You get to experience different cultures, coming to Europe to see how they operate and live, what they like ... In Europe you see something done differently which can help you with the same procedure back home, looking at it from a different angle. Even travelling inter-island, visiting various islands, then you see "OK, this island does it this way, we do it that way", and so forth.'

What do you do to relax?

'As a Caribbean, part of our life is enjoyment – having fun, our music, food, culture – it's natural for us. I play cricket. I love cricket, with friends, on the beach, and football ...'

What's the future for you?

'My goal is hopefully to become Minister of Tourism, Director of Tourism, that's my main goal. You have to have a rounded knowledge of the industry, from ground level to the top.'



What is tourism?

Tourism is the temporary short-term movement of people to destinations outside the places where they normally live and work, and their activities during the stay at these destinations.

Tourism Society

UK, 1991

This is the stuff that changed the world. Along with a handful of other things – television, sex, and the computer – the ability to travel the world freely sets those who live in the late 20th century (and early 21st century) apart from those who lived before it.

Michael Elliot

1991, 'The Pleasure Principle'. *The Economist*, London

Speaking

Job skills



1 What questions would you ask to find out this information about the two people?

Nationality *Where does he / she come from?*

Age

Job

Qualities and skills

Working hours

Typical daily tasks

Things he / she enjoys about the job

Relaxing after work

Own holidays

2 Work in pairs. Student A, look at p. 108. Student B, look at p. 118. Ask about each other's person.

Vocabulary

Industry sectors

1 The travel and tourism industry has different sectors. Look at the diagram and match the descriptions a – f below with the six sectors.

- a people or companies that organize and assemble the different parts of a holiday or tour
- b places to stay, such as hotels, and the food and services that are provided there
- c places that tourists want to visit
- d ways of travelling between different places, such as trains and airplanes
- e government organizations that promote and develop tourism
- f people or companies that sell the holiday or tour to the customer



2 Think of a local example for each of the sectors from your city or country, for example, the name of a local travel agent.

Pronunciation

1 Listen to these words. How many syllables do they have? Tick (✓) the right column.

Word	Number of syllables			Strongest
	1	2	3	
agent		✓		<i>first</i>
attendant				
manager				
catering				
guide				–
porter				
tourism				
pilot				
attractions				
calm				–

2 Listen to the words with two or three syllables. Which syllable is strongest?

3 Say each word. Let your partner check your pronunciation.

tourism /ˈtuəriːzəm/ NOUN [U] the business of providing and arranging holidays and services for people who are visiting a place

Customer care

'The customer is always right'

- 1 Do you agree that 'the customer is always right'?
- 2 Look at this definition. Think of your own good experiences as a customer. Tell your partner about them.

Tourism is about customer care:

- It's about people, not just places.
- It's about always smiling.
- It's about always listening.
- It's about delighting the customer, not just serving the customer.
- It's about loving your job, not just doing it.



Find out

- 1 Where can you find out facts and statistics on tourism in your country?
- 2 What are the names of the main tourism companies in your country? Find their websites and note down information on what they do, when they were founded, what jobs they provide – and anything else that you find interesting.

Writing

Country fact sheet

Complete this fact sheet for your country (or region).

FACT SHEET

Name of country / region:

Sources for information and statistics:

	Website	Location
National tourism board (or office)
Regional / local tourism office (TIC)
Other useful websites

Sector	Example company	Website	Location	Other information (e.g. size, no. of visitors, branches, etc.)
Tourism attractions				
Transport				
Accommodation and catering				
Tour operators				
Travel agents				

challenge (n) something new and difficult that forces you to make a lot of effort

currency (n) the system and type of money that a particular country uses

economy (n) the operation of a country's money supply, commercial activities, and industry

flexible (adj) that can be changed easily

security (n) the state of feeling safe and being free from worry

Reading

Tourism: the biggest business in the world

1 Discuss these statements with a partner. Write T (true) or F (false).

- One in fifty of all workers are employed in tourism related industries.
- The number of international tourism arrivals will more than double between 2004 and 2020.
- Tourists often worry about international security.
- Tourism has only had a good influence on the modern world.

2 Read the article to check your answers.

Five Days' Trip to the West of England

T. COOK, Excursion Agent, Leicester, has received authority from the Director to announce a

CHARMING EXCURSION CHELTENHAM, GLOUCESTER, BRISTOL, EXETER & PLYMOUTH.

**TUESDAY, JUNE 18, 1850,
SPECIAL TRAINS**

Will run from NOTTINGHAM and LEICESTER and thence to BRISTOL, where they will be united and attached to a Train from Manchester, and proceed via Birmingham to BIRMINGHAM.

TIME OF STARTING AND FARE THERE AND BACK.

PLACES and TIME of STARTING. To BRISTOL, Birmingham, 9.45 Am.; Leicester, 8.30; Ashby, 9.30; City, 9.30; Boston, 10; Tamworth, 10.30. To GLOUCESTER, 11.45. To CHELTENHAM, 12. To EXETER, 1. To PLYMOUTH, 2. To BIRMINGHAM, 11.45. To LEICESTER, 12. To NOTTINGHAM, 1. To MANCHESTER, 2.

SPECIAL TRAIN WILL LEAVE BRISTOL FOR EXETER & PLYMOUTH, on WEDNESDAY MORNING, JUNE 19th, at 7 am.

FROM BRISTOL to EXETER & BACK:—First Class, 12s.; Second Class, 8s. Third Class, 5s. FROM EXETER to PLYMOUTH & BACK:—First Class, 7s. Second Class, 5s. 6d. (No Third.)

Passengers may return from Plymouth to Exeter, or Exeter to Bristol, by the ordinary Trains (upwards and downwards) on payment of an extra shilling in each direction, at any time previous



TOURISM TODAY

Facts and challenges

Tourism is one of the biggest businesses in the world. There are nearly 800 million international tourist arrivals every year. It employs, directly or indirectly, one in fifteen of all workers worldwide, from A to Z, from airport cleaners to zookeepers, and includes bar staff, flight attendants, tour guides, and resort reps. It is a huge part of the **economy** of many countries – in countries such as the Bahamas, over 60% of the economy is based on tourism.

Tourism is a fast-growing business. When Thomas Cook organized his first excursion from Leicester to Loughborough in 1841, he probably didn't know what he was starting. Key developments in the last 150 years or so have led to the rise of mass tourism. There have been technological developments in transport, in particular the appearance of air travel and charter flights. There have been changes in working practices, with workers getting paid holiday time and working shorter and more **flexible** hours.

In recent years we have seen the growth of the Internet and globalization, making the world seem a smaller but very fascinating place. The tourism industry grows faster and faster each year. In 1950, there were 25 million international tourist arrivals. In 2004, the figure was 760 million, and by 2020 it is predicted to be 1.6 billion.

But what are the **challenges** today? The tourism industry is affected by many different things: international events, economic change, changes in fashion. New concerns and worries appear every year, for example as people become more worried about **security** and international terrorism, or as the value of their **currency** changes. But new destinations and new sources of tourists also seem to emerge every year.

Tourism survives. It is a powerful and sometimes dangerous force in the modern world. Tourism creates many good jobs and careers, but it also produces many poor and badly paid jobs. Tourism can help to protect environments and animal life, but it can also damage them. Tourism can save cultures and the local way of life, but it can also destroy them. Tourism can change countries – and people – for the better, but it can also change them for the worse.

Tourism is one of the biggest industries in the world. It is perhaps also the most important.

3 In pairs, answer and discuss these questions.

- 1 What do these numbers in paragraphs 2 and 3 refer to?
 - a 1841
 - b 25 million
 - c 760 million
 - d 1.6 billion

2 What are the four positive and four negative effects of tourism mentioned in the article?

3 How many jobs in tourism can you think of?

EXAMPLES

A is for airline check-in clerk.

B is for baggage handler.

C is for ...

- 4 Which of the key developments in tourism do you think were the most important?
- 5 Can you think of some recent international events that have affected the tourism industry?
- 6 Do you think tourism is a positive or a negative influence in the world?

Vocabulary

Personal Learning Dictionaries (PLD)

- 1 Look back at the dictionary entry for the word *tourism* on p. 9. How many different pieces of information does the dictionary give you?
- 2 Which of the pieces of information in this list is not in the dictionary?
 - The word (e.g. *tourism*)
 - Its translation in your language
 - The phonetic transcription (e.g. /'tʊərɪzəm/)
 - The part of speech (e.g. *noun*)
 - Any relevant grammar or language features (e.g. *uncountable*)
 - Use in an example sentence (e.g. *Tourism is the world's biggest industry and employs millions of people throughout the world.*)
 - Related words (e.g. *tourist*)
 - Any other important information
- 3 Select the most important words from this unit. For each word, prepare an entry for your Personal Learning Dictionary.

Checklist

Assess your progress in this unit. Tick (✓) the statements which are true.

- I can understand articles describing the tourism industry
- I can understand people talking about their jobs in tourism
- I can describe job / work routines and skills
- I can ask questions about the personal profiles of tourism employees

Key words

Jobs

check-in clerk
chef
flight attendant
pilot
porter
receptionist
resort rep
tour guide
tour operator
tourist information officer
travel agent
waiter

Nouns

catering
charter flight
destination
excursion
public sector
retail
shift
tourist attraction

Adjectives

online
worldwide

Next step

- 1 Which countries have you visited as a tourist? Which countries would you like to visit? Why?
- 2 What famous attractions have you seen?
- 3 Which was your favourite, and why?