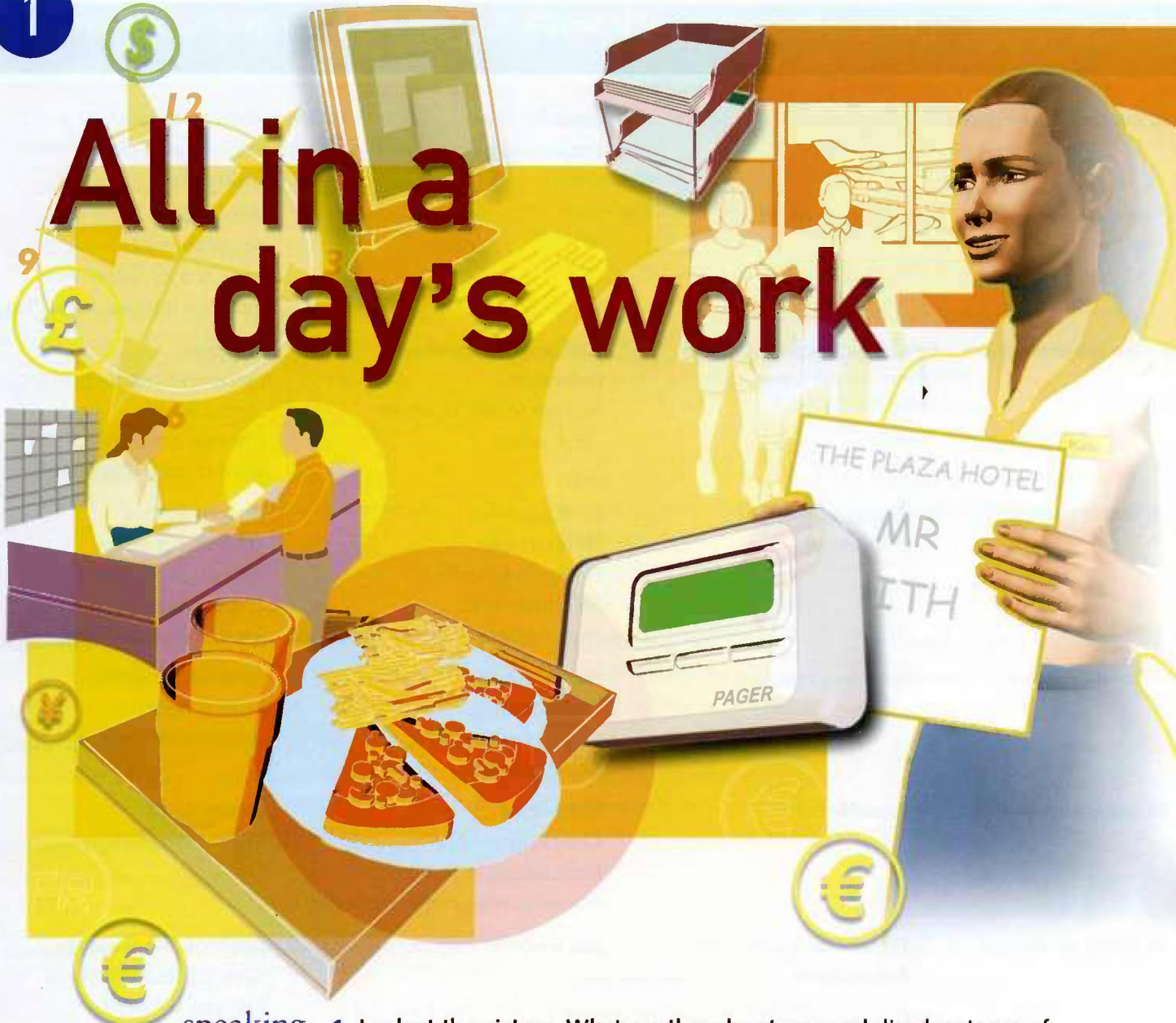


1

# 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.**

**T**he 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 .....<sup>six</sup>..... 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*) .....<sup>1</sup> *do you do* in your free time, Darina?
- Darina It depends: I sometimes (*go*) .....<sup>2</sup> to the beach in the morning and relax. But I (*not / usually stay*) .....<sup>3</sup> there long because it (*be*) .....<sup>4</sup> too hot.
- Interviewer What (*you / do*) .....<sup>5</sup> in the afternoon?
- Darina I usually (*visit*) .....<sup>6</sup> my friend Ray. He (*have*) .....<sup>7</sup> a boat and we go sailing. The Caribbean's a fantastic place for sailing.
- Interviewer And after that?
- Darina We often (*go*) .....<sup>8</sup> for a drink in a bar on the beach and just talk. One of my friends (*play*) .....<sup>9</sup> the guitar. It's great fun.
- Interviewer (*you / stay*) .....<sup>10</sup> out late?
- Darina No, we (*not / stay*) .....<sup>11</sup> out late because I (*start*) .....<sup>12</sup> work early in the morning so I (*like*) .....<sup>13</sup> to go home around ten o'clock and (*watch*) .....<sup>14</sup> a film on video before I go to bed. I (*not / do*) .....<sup>15</sup> 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 content includes the title "SUN BAY HOTEL - MEET OUR STAFF." and a profile for Vanessa Perez, Reception / Front Desk. The text of the profile 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 pulled back, wearing a white top.

**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	.....	.....	.....



2



# Fly-drive holidays



speaking 1 Match the pictures with the places in the box.

Disney World Theme Park 4    Kennedy Space Center  
Universal Studios    Daytona Beach

listening 2 A travel agent deals with a telephone enquiry about Florida. In what order do you think the following will be mentioned? Listen and check your answers.

- a) total price of the holiday
- b) dates of the flights
- c) names of the people travelling
- d) type of accommodation
- e) method of payment
- f) destination

3 Listen again and answer these questions.

- 1 What three things are included in a fly-drive holiday?
- 2 What types of accommodation are available?
- 3 When does the guest want to travel?
- 4 What do the numbers 14 and 543 refer to?
- 5 How often are the flights to Florida?
- 6 Which airport do the flights to Florida go from?

## Special offers



*US fly-drive holidays  
Florida 7 nts and  
14 nts from £399  
Tel. World Breaks  
020 7946 0004*

### SELLING A HOLIDAY

- Be informative.
- Imagine it is your holiday.
- Be friendly.
- Sound enthusiastic.

#### 4 Listen again and complete the reservation form below.

World Breaks		Reservations
Type of holiday:	US fly-drive	
Resort name:	Orlando	
Type of accommodation:	.....	1
Number of nights:	.....	2
Out date:	.....	3
Departure airport:	LHR	
Return date:	.....	4
Departure airport:	ORL	
Number of adults:	.....	5
Name(s):	.....	6
Number of children:	.....	7
Name(s):	.....	8

### Professional practice Telephone enquiries

The following phrases are useful when answering the telephone.

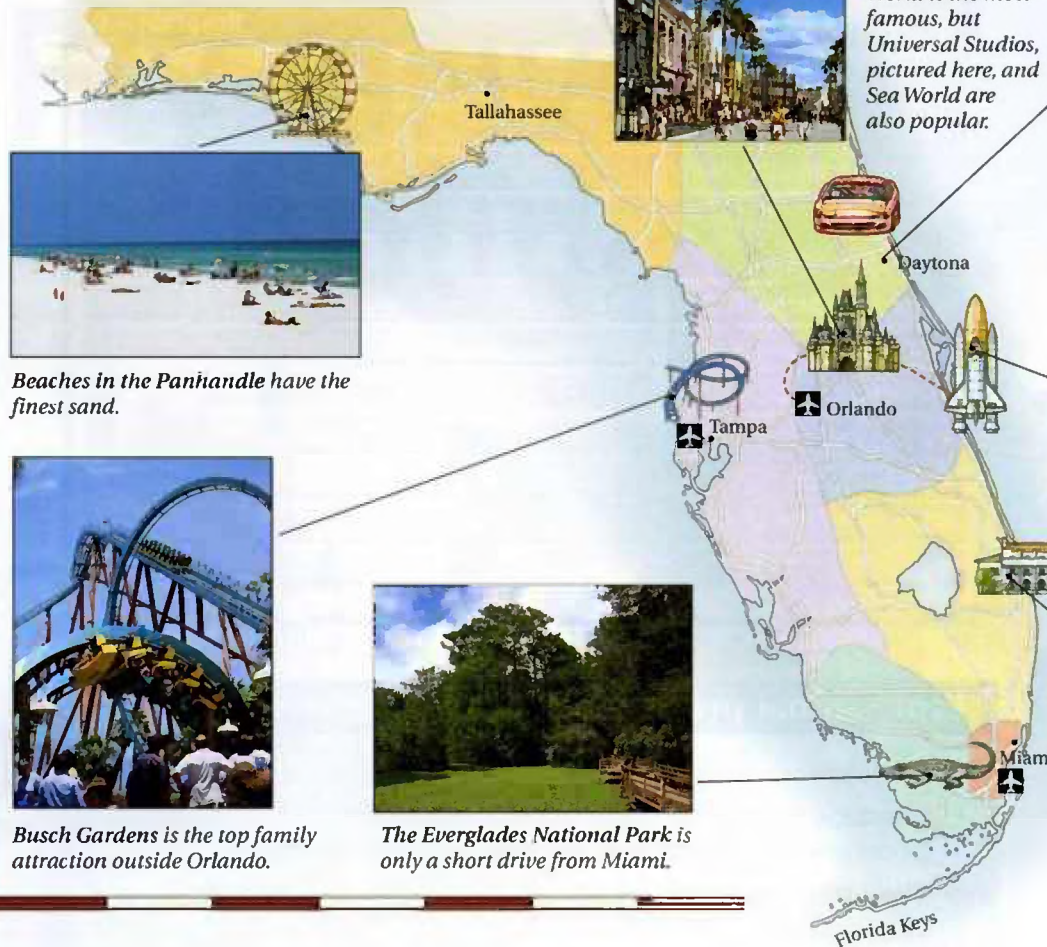
- introduce yourself and offer to be of assistance  
*Good afternoon, World Breaks, Janet Cookson speaking.  
How can I help you?*
- be enthusiastic  
*That's a very good time to go.  
We have a great offer at the moment.*
- make sure you get all the necessary information  
*Can I have the names of the people travelling, please?  
Could you spell your surname for me, please?*
- check the information  
*Just let me confirm the details.  
Is that correct?*

speaking **5 Work in pairs. Student A turn to page 113. You are a travel agent. Student B, you saw an advertisement for the fly-drive deals to Tuscany. Phone the travel agent and ask about dates, accommodation and price.**



## Florida at a glance

Part from Walt Disney, Florida is famous for its beaches and natural landscapes.



Orlando's theme parks are some of Florida's main attractions: Disney World is the most famous, but Universal Studios, pictured here, and Sea World are also popular.

Daytona Beach is one of the few in Florida where cars are allowed on the sand. Nearby is the Daytona International Speedway race track.

Beaches in the Panhandle have the finest sand.

Kennedy Space Center is the home of NASA and the Space Shuttle, which regularly lifts off into space.

Busch Gardens is the top family attraction outside Orlando.

The Everglades National Park is only a short drive from Miami.

The Gold Coast is full of luxurious homes.

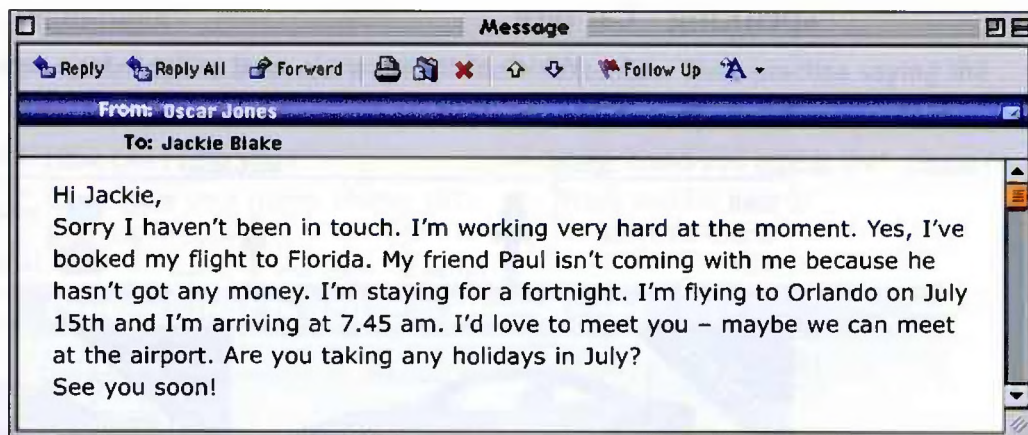


**reading 6** Look at the map and photos of Florida and answer these questions.

- 1 Name four theme parks in Florida.
- 2 Where are Florida's best beaches?
- 3 Where is the space museum?
- 4 Where can you see motor racing?
- 5 Where can you see areas of natural beauty?
- 6 In which part of Florida do a lot of rich people live?
- 7 Where can you see movie stars?

**7** Oscar is going on holiday to Florida. Look at the email to his friend Jackie on the opposite page and answer these questions.

- 1 How long is Oscar staying in Florida?
- 2 Where is he flying to?
- 3 When is he arriving in Florida?
- 4 What time is he arriving?
- 5 Where would he like to meet Jackie?



## listening

**8** Listen to Oscar phone Jackie. Draw the rest of his itinerary on the map of Florida and then answer these questions.

- 1 Why does Jackie sound tired?
- 2 How is Oscar travelling around Florida?
- 3 Why can't Jackie go to Disney World with Oscar?
- 4 What is Oscar doing the first weekend of his holiday?
- 5 What is he doing at the end of the holiday?
- 6 Is he meeting Jackie?

## Language focus Present continuous

- We use the present continuous for current or temporary activities.  
*I'm working very hard at the moment.*
  - We also use the present continuous for future arrangements.  
*Are you taking any holidays in July?*  
*My friend Paul isn't coming with me.*
  - Some verbs are not used in the present continuous.  
*Jane knows a good travel agent.*  
*Mr Craig wants to go to Miami.*
- For more information turn to pages 125 and 131.

## speaking

**9** Plan a holiday from the information below. Then ask other students about their holiday plans. Who might you meet in Florida and where?

## Dates

28 June – 12 July  
12 July – 26 July  
26 July – 9 August

## Airport

Miami  
Orlando  
Tampa

## Sights

Orlando's Theme Parks  
Kennedy Space Center  
Everglades National Park










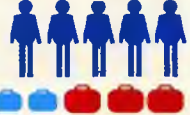




## webtask

**10** Find information about Florida on the internet or in travel guides and plan a one-week holiday for yourself and friends.



speaking **Car hire**

**11** Which of these cars is most suitable for a family of four travelling in Florida? Why?

CAR SPECIFICATION KEY	 large  medium  small	 small  large	 Drive Happy <sup>®</sup>
<p><i>economy</i></p>  <p>EC ECAR 2 door E4 EDAR 4 door Chevrolet Metro</p> 	<p><i>luxury</i></p>  <p>L4 LDAR 4 door Buick Park Avenue</p> 		
<p><i>full size</i></p>  <p>SC SCAR 2 door S4 SDAR 4 door Chevrolet Lumina</p> 	<p><i>sport utility</i></p>  <p>LW SFAR Chevrolet Blazer</p> 		

vocabulary **12** Match the phrases with their definitions.

- |                                 |   |   |
|---------------------------------|---|---|
| 1 seven-day rental              | → | a) place where you collect the car      |
| 2 air conditioning              | → | b) car hire for one week only           |
| 3 collision damage waiver (CDW) |   | c) in-car temperature control           |
| 4 an additional charge          |   | d) insurance cover for the driver       |
| 5 third-party liability         |   | e) an extra cost                        |
| 6 a pick-up location            |   | f) insurance cover for other road users |

listening **13** A car hire agent deals with a telephone enquiry. Listen and put his actions in the correct order.

- a) asks for the caller's name
- b) asks for the pick-up date
- c) confirms the car group
- d) explains what ALLI means
- e) recommends additional insurance
- f) confirms the price

Do you think the car hire agent was helpful? Why / why not?

pronunciation **Politeness**

**14** Listen to the stressed words in these sentences. Then practise saying the sentences politely.

- 1 How can I help you?
- 2 Can I have your name, please, sir?
- 3 Just one moment, sir.
- 4 Sorry, could you repeat that, please?
- 5 Thank you for calling!

### Professional practice Making calls

The following phrases are useful when making calls.

- identify yourself when you phone  
*Hello, this is Janet Cookson from World Breaks.*
- ask for the person you want to speak to  
*Could you put me through to Gabriella, please?*
- explain why you are calling  
*I'm calling about the holiday on page 84 of your brochure.*
- if you leave a message, leave your name and number  
*Please call Janet Cookson on 020 946 0008.*

speaking **15** Work in pairs. Student B, turn to page 115. Student A, you work for World Breaks car hire, Miami. Answer the phone and complete the reservation screen below.

The screenshot shows a web browser window with the URL <http://www.worldbreaks-rentals.com>. The page has a red header with navigation links: Book online, Get a quote, Cars, Review Bookings, Rental Bookings. The main content area is titled 'RENTAL DETAILS' and features a silver SUV image. The form fields are numbered 1 through 8:

- 1 Renter's name:
- 2 Pick-up location:
- 3 Rental start date: Day , Month , Year
- 4 Rental start time: Hours , Mins  (local time)
- 5 Drop-off location:
- 6 Rental end date: Day , Month , Year
- 7 Rental end time: Hours , Mins  (local time)
- 8 Car model:

Rate for 15 day rental:   
 Price includes: