

Working in the tourist industry

Millions of different kinds of jobs around the world come from the tourist industry. You can work in a travel agency, finding the right holidays for people, or you can work in a resort and look after people during their holidays. There are also jobs in hotels, at tourist attractions, and on ships and planes.

Some jobs are only for a few months, while the tourists are there. Ski resorts, for example, are usually only busy during the winter. They often pay young people to work there during this time.

An English girl called Nicky is working at the moment at a ski resort called Val Thorens in France (the highest ski resort in Europe). Her job is to cook and clean for a group of skiers who are staying in a chalet. It is hard work!"

"Six days a week, I get up and go out before half past six in the morning. I go to the baker's and get some bread for breakfast. Then I go to the chalet and start cleaning. I get breakfast for the guests, who often stay in bed until nine o'clock. After that I start making the food for the rest of the day. 'After morning's work, I go skiing until about four o'clock in the afternoon. Then I go home for twenty minutes' sleep and after that I go back to the chalet to cook dinner for the guests."

"I don't go skiing on Fridays because I do the shopping — all day! I go to the supermarket, and come back with all the food for the week."

"On Saturdays, the guests at the chalet go home and a new group comes. I have to be at the chalet at five o'clock in the morning to make tea for the guests who are leaving. Then I have to I clean the chalet and change the beds before the new guests get there. On Saturdays, I sometimes work all twenty-four hours"

Source: Tourism Factfiles, OUP (adapted)

1. Text Comprehension

A. Match the two halves to make complete sentences about the text.

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|----|-----------------------------|----|-----------------------------------|
| 1. | The tourist industry offers | a) | jobs at tourist attractions. |
| 2. | In a resort you take care | b) | at ski resorts. |
| 3. | You can also find | c) | usually full. |
| 4. | Some jobs last | d) | a lot of jobs all over the world. |
| 5. | In winter ski resorts are | e) | only for a few months. |
| 6. | Young people often work | f) | of people who are on holiday. |

B. The following words were taken from the text. Decide whether the meaning of each word is appropriate to the context. Some meanings are incorrect. Correct them.

Word	Meaning	Correct	Incorrect
1. busy	full of activity		
2. skiers	activity or sport of moving on skis		
3. hard	easy		
4. guests	people staying at the resort		
5. leaving	going away		

C. Find the answers to these questions.

- In which country is Nicky working?

- What are her duties at the ski resort?

- What does Nicky do every day?

- What time do the guests usually get up?

- Does she go skiing every day? Justify your answer.

D. Ask the questions for these answers.

1. _____ ?

Nicky goes out before half past six in the morning.

2. _____ ?

She goes to the baker's and gets some bread For breakfast.

3. _____ ?

After that she starts making the food for the rest of the day.

4. _____ ?

She doesn't go skiing on Fridays because she does the shopping

2. Vocabulary Area

A. FUNCTION BANK

Asking about someone's job	Giving information about your duties/routines
What's your job?	I'm responsible for (I'm in charge of)...
What do you do?	I run the restaurant in the company.
What do you do for a living?	I have to visit clients.
Giving information about one's job	I have to repair cars and motorbikes
Giving information about one's job	Asking and answering about working hours
I'm an administrative/doctor...	What are your Working hours?
I work in an office / a hotel...	I Work from eight to four.
I work on the assembly line at...	I work in shifts /I have to do shiftwork
I work for (name of the company)	I have flexitime
I work on my own./I'm self-employed.	I work overtime.
Asking about your duties/routines	Asking and answering about pay
What do you do in your job?	What's your salary?
What does that involve?	How much do you earn?
What do you do every day/week?	How much holiday do you get?
	My salary is...
	I earn....

B. CAREER AREAS

Which of these career areas may suit your likes, abilities and talents?

Administration and secretarial work	Human Resources
Advertising/Marketing/Public relations	Information and Communications Technology
Agriculture, Forestry, Fishing	Installation, Maintenance and Repair
Arts, Entertainment and Media	Insurance
Banking	Internet/E-Commerce
Chemistry	Manufacturing and Producing
Computers, Hardware	Oil/Gas/Utilities
Computers, Software	Restaurant and Food Service
Construction	Sales
Electronics	Telecommunications
Financial services	Transportation
Healthcare	Hospitality Tourism

C. Which of these jobs would you like to do and why?

Administrative assistant	Health and safety at work
Advertising salesperson	Refrigeration and air-conditioning technician
Bank teller	Skilled electrician
Insurance agent	Travel agent
Computer technician	Electronics technician
Construction worker	Horticulturist
Laboratory technician	Industrial maintenance
Photographer	Doctor
Dental technician	Sales representative
Plumber	Tour guide
Flight attendant	ICT technician
Retail salesperson	Sound technician

D. Work with a partner and discuss the following.

1. Which job from the list is....

• is the best paid?	• is the worst paid?
• is the most pleasant?	• is the least pleasant?
• is the most satisfying?	• is the hardest work?
• is the most dangerous?	• needs the most training?

2. Compare your answers with your classmates and discuss your reasons.