

Tourism and Hospitality 1



Warm up

- What is the hospitality industry?
- Do you work in the tourism? If so, what do you do?
- What are some of the reasons people travel?
- What impact did the Covid 19 pandemic have on the tourist industry?
- Which countries or cities are the most visited? Why do you think they are so popular?
- What are some of the popular tourist destinations in your country?
- What would your dream holiday be?



1. Work in pairs or groups and list as many jobs from the tourism industry as you can think of in the box below. Compare with your class.

- What are the tasks and responsibilities of the jobs listed in the box?
- Do you or anyone you know have any experience in any of the roles? If so, talk about it with your class.
- Which of these jobs do you think you'd be good or bad at? Why?



2. Read the job descriptions below and match the job titles.

receptionist

waitress

conciERGE

Amy *waitress*

I usually work the morning *shift*. I arrive at 6 am to start preparing the restaurant for the guests. Breakfast starts at 7 am. Before the guests arrive I set the tables with *cutlery* and plates. I also prepare the coffee and tea section while the chefs bring out the food they have prepared. When the guests arrive I ask them for their room number and register them on our computer system. Then I take them to their table. The breakfast shift is quite easy because it's a buffet so I don't have to take any orders.



David *conciERGE*

I have contact with the guests on a daily basis. The guests come to me for all kinds of information. I give them *tips* on the best local restaurants and *sights* to visit. Guests can find me just at the entrance of the hotel and I am always happy to help them with their *requests*. I often make bookings and reservations for them. Guests mainly ask me to *recommend* nice restaurants, about the local cuisine, and how to get to the airport. I help them make dinner reservations, book taxis and so on. I really like my job because I get to meet so many different people from all over the world and I love helping them discover the city where I grew up!



Claire *receptionist*

I work at the front desk. My job is to welcome the guests and register them into our system. It is important to be a friendly face when the guests arrive as often they are very tired from long journeys. As I am setting up their *key cards* I usually ask how their journey was and have some small talk. If guests have any problems they usually come to me and I *deal with* them. I try my best to keep the guests' stay as comfortable as possible.





3. Explain the words in italics in the texts on the previous page.

- | | | |
|---------------------------|---|---|
| a. shift | 7 | 1. Forks, spoons and knives. |
| b. cutlery | 1 | 2. To suggest something in a positive way. |
| c. sights | 4 | 3. Cards often used at hotels to enter your room. |
| d. request | 5 | 4. Places of interest. |
| e. recommend | 2 | 5. When someone asks for something |
| f. key cards | 3 | 6. To solve a problem. |
| g. to deal with something | 6 | 7. A time frame in which you work. For example morning, afternoon or evening. |



4. Work in pairs and discuss the questions below.

- Do you work in shifts? If not, do you know anyone who does?
- What are the pros and cons of working in shifts?
- Can you name different types of cutlery?
- What is the name of the cutlery commonly used in China?
- What are some sights you've seen while travelling?
- If I could only do one thing in the city or country where you live or come from, what you recommend?
- What are the kinds of problems you have to deal with at work?



5. Look at the different types of accommodation and answer the questions.

cruise ship



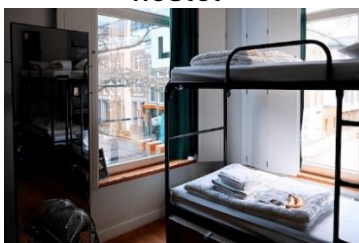
campervan



campsite



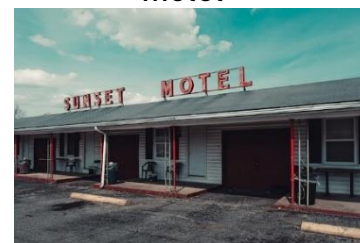
hostel



hotel



motel



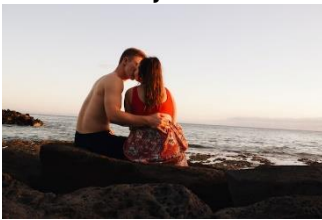
- Have you stayed in any of the types of accommodation above? If so, which one and how was your experience?
- What are the pros and cons of the different accommodations above?
- What type of accommodation do you usually book when you go on holiday?
- Would you prefer 2 weeks in a campervan or 2 weeks on a cruise ship?
- What's the best hotel you ever stayed at?



6. Work with a partner. Look at the holiday pictures below and discuss.

- Have you been on any of these kind of holidays? If so, which? Where did you go? What did you do? Did you enjoy it?
- If you could choose one of the holidays below for your next trip which would you choose?
- What kind of people go on these holidays? *(for example: young people, sporty people, families, rich people etc.)*
- What are some popular destinations for these types of holidays?

honeymoon



ski trip



party holiday



theme park holiday



road trip



sightseeing holiday



wellness holiday



sailing trip



cruise



adventure holiday



shopping holiday



beach holiday

