

## Hotel Jobs



### Warm up

- Would you like to work in a hotel? Why or why not?
- Have you ever stayed in a hotel for work or travel?
- Have you ever worked in customer service?
- What do you think is the least and most enjoyable hotel jobs?
- Do you think hotel work is more physical or more mental? Why? Can you give examples?
- Would you prefer to work in a hotel or an office? Why?



1. In pairs, brainstorm and write down as many *hotel jobs* as you can in 30 seconds.



Have you worked in any of these roles before, either professionally or as a summer/part-time job?

## 2. What skills are needed for these hotel tasks?

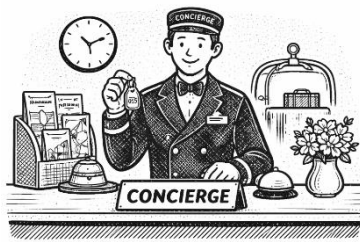
Tasks	Physical Effort	Communication	Organisation	Responsibility	Working under pressure
Change bed linens	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean rooms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Arrange reservations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handle payments	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Advise customers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deal with complaints	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Check stock	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Make supply orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Do bookkeeping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Prepare room keys	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Report problems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Organise staff schedules	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage peak check-in periods	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support new staff members	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Receive deliveries	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reply to emails	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prepare invoices	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicate with different departments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



3. Look at the jobs below and answer the following questions.



Anna Keller  
*Receptionist*



Leo Martinez  
*Concierge*



Marta Novak  
*Housekeeping*



Jake Borg  
*Bartender*



George Micallef  
*Chef*



Daniela Costa  
*Events Coordinator*



Markus Davies  
*Operations Manager*



Alice Jolie  
*Finance/Accounting  
Manager*



Nicolas Ginez  
*General Manager*

- Which jobs were already mentioned in exercise 1, and which ones were not?
- Which skills from exercise 2 are most important for each job? *Receptionist (Anna Keller) Communication, organisation, working under pressure, responsibility., Concierge (Leo Martinez) Communication, organisation, responsibility., Housekeeping / Room Attendant (Marta Novak) Physical effort, responsibility, organisation., Bartender (Jake Borg) Communication, working under pressure, physical effort. Chef (George Micallef) Working under pressure, organisation, communication., Events Coordinator (Daniela Costa) Organisation, communication, responsibility, working under pressure., Operations Manager (Markus Davies) Organisation, responsibility,*

*communication., Finance/Accounting Manager (Alice Jolie) Organisation, responsibility., General Manager (Nicolas Ginez) Communication, responsibility, organisation, working under pressure.*

- Which job needs to work under pressure most? Why? *The chef probably works under pressure the most because kitchens are fast-paced and time-sensitive. / The receptionist may also work under pressure during busy check-in times. / The events coordinator needs to manage many details at once, especially during events.*
- Which job needs the strongest communication skills? *The receptionist needs strong communication skills because they interact with guests all day. / The concierge must communicate clearly to give recommendations and help guests. / The general manager also needs excellent communication to lead staff and handle problems.*
- Which job seems the most physically demanding? *Housekeeping is likely the most physically demanding because cleaning rooms requires physical effort. / The chef and bartender may also need stamina because they stand for long periods.*
- Which job would you like to try? Why?



#### 4. Read the job advert below and answer the following questions.

## Now Hiring!

Riverside Hotel is a modern four-star waterfront hotel located in Valencia, Spain. We specialise in corporate events, conferences, weddings, and private celebrations, offering high-quality service in a vibrant international environment.

We are currently hiring an experienced *Events & Reservations Coordinator* to join our dynamic events team. We are looking for a highly organised and professional individual who enjoys working with people, managing details, and supporting clients throughout the planning and delivery of successful events.



— Full time position —

### Events & Reservations COORDINATOR

#### Key Responsibilities

- Organise and coordinate corporate events and private functions
- Prepare event schedules and coordinate room setup, décor, equipment, and technical requirements
- Work closely with reception, housekeeping, kitchen, and bar teams
- Support clients during events and solve problems quickly
- Reply to emails and handle enquiries professionally

#### Requirements

- Minimum 2 years of experience in hospitality, events, or customer service
- Strong communication skills and a confident English speaker
- Additional languages are an advantage
- Excellent organisational skills and attention to detail
- Ability to work under pressure and manage multiple tasks
- Friendly, professional, and reliable personality

#### Working Conditions

This is a full-time position (40 hours per week) with a shift-based schedule depending on event requirements. Evening and weekend work may be required. You will work within a supportive international team environment.

#### How To Apply

Please send your CV and a short cover letter to:

✉ [careers@riversidehotel.com](mailto:careers@riversidehotel.com)

- a. What is this job advertisement about? *It is about a full-time Events & Reservations Coordinator position at Riverside Hotel in Valencia, Spain.*
- b. What are three main responsibilities?

*Possible answers:*

- *Organising and coordinating corporate events and private functions*
- *Preparing event schedules and coordinating room setup*
- *Supporting clients during events and solving problems*
- *Replying to emails and handling enquiries professionally*

- c. *Working closely with different hotel departments*

*(Any three are acceptable.)*

- d. What experience is required? *A minimum of two years of experience in hospitality, events, or customer service.*
- e. Would this job suit someone who prefers working alone? Why or why not? *No, it probably would not suit someone who prefers working alone because the role involves working with clients, coordinating with different departments, and managing events with a team.*
- f. Why are additional languages an advantage? *Additional languages are helpful because the hotel works in an international environment and may have guests from different countries. Being able to speak more than one language improves communication with clients.*
- g. Would experience in a bar or restaurant help? Explain. *Yes, experience in a bar or restaurant would likely help because it is part of the hospitality industry and involves customer service, communication, and working under pressure.*
- h. What does “shift-based schedule” mean? *It means the employee will not work the same hours every day. Instead, they may work different shifts, including evenings or weekends, depending on event requirements.*
- i. Which requirement do you think is most important? Why?

*Sample answers:*

- *Strong communication skills are the most important because the role involves constant interaction with clients and staff.*
- *Organisational skills are essential because events require careful planning and coordination.*
- *The ability to work under pressure is very important because events can be stressful and time-sensitive.*



## 5. Role-play: Job interview.

You will take part in a job interview role play. Some students are interviewers and others are candidates. Interviewers prepare questions based on the job advertisement, focusing on required skills, responsibilities, and working conditions. Candidates receive role cards and prepare how they will present themselves during the interview. Work individually, in pairs, or in small groups depending on class size. After the interviews, interviewers choose the best candidate and explain their decision to the class.



Possible interview questions:

*Why do you want to work as an Events & Reservations Coordinator?*

*What experience do you have working with customers or organising events?*

*What languages do you speak, and how confident are you using them at work?*

*What are your strengths and weaknesses?*

*How do you work in a team?*

*Can you describe a time when you solved a problem at work?*


*How do you organise your tasks when you have many responsibilities?*

*Are you comfortable working evenings or weekends when events are scheduled?*

*Do you have any questions for us?*

Role cards



 **Role Card 1 – Sofia / Samuel**

**Background:** 3 years in customer service at a busy café, regularly supported international tourists.


**Languages:** Spanish (native), English (intermediate).

**Strengths:** Friendly, patient, strong customer focus, calm during complaints.

**Weakness:** Finds multitasking stressful and has no event organisation experience yet.

**Availability:** Very flexible and comfortable working evenings or weekends.



 **Role Card 2 – Daniel / Daniela**

**Background:** 2 years in office administration managing schedules, emails, and documentation.

**Languages:** German (native), English (upper-intermediate).

**Strengths:** Highly organised, detail-oriented, strong planning skills.

**Weakness:** Less confident handling difficult customers or speaking to large groups.

**Availability:** Prefers structured schedules and advance notice for weekend work.



 **Role Card 3 – Lina / Leo**

**Background:** Recently completed hospitality school with a short hotel internship.

**Languages:** German (native), English (intermediate), French (beginner).


**Strengths:** Motivated, energetic, team-oriented, eager to learn.

**Weakness:** Limited work experience and sometimes hesitant when making independent decisions.

**Availability:** Open to flexible hours but prefers clear guidance.





 **Role Card 4 – Markus / Mara**

**Background:** 4 years as a bartender in a busy hotel bar.


**Languages:** German (native), English (upper-intermediate).

**Strengths:** Excellent communication, confident with guests, performs well under pressure.

**Weakness:** Can become impatient with detailed planning or slower administrative tasks.

**Availability:** Comfortable with evening and late shifts.



 **Role Card 5 – Elena / Elias**

**Background:** 3 years helping organise weddings and small events.


**Languages:** Spanish (native), English (upper-intermediate).

**Strengths:** Creative, detail-focused, strong event planning skills.

**Weakness:** Time management becomes challenging when several events happen at once.

**Availability:** Highly flexible but prefers clear priorities.



 **Role Card 6 – Javier / Jana**

**Background:** 2 years hotel reception experience handling reservations and guest enquiries.

**Languages:** Spanish (native), English (advanced), Italian (intermediate).

**Strengths:** Professional communication, organised, confident with international guests.

**Weakness:** Prefers guest interaction and may feel less motivated by logistical planning tasks.

**Availability:** Flexible with shifts but prefers customer-facing roles.

