

Take off

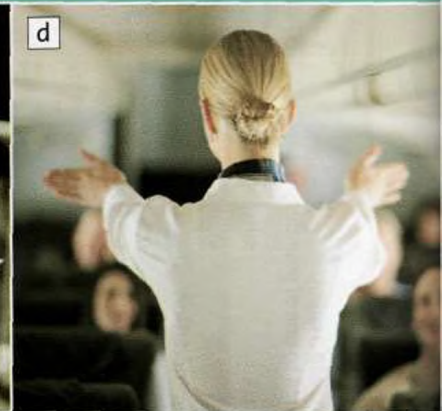
pilot
tour guide
flight attendant
tourist information officer
travel agent
receptionist

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



1 Find six pairs of opposite adjectives.

calm

friendly

flexible

extrovert

nervous

lazy

smart

shy

disorganized

creative

confident

hardworking

scruffy

practical

organized

unfriendly

1. The _____ cat lay in the sun all day, whereas the _____ dog ran around the yard until dusk.
2. It's important to be _____ when plans change unexpectedly, but being too _____ can sometimes lead to indecision.
3. Even though he was very _____ about his chances in the competition, his _____ opponent did not expect to win at all.
4. In the workplace, a(n) _____ employee may come up with innovative solutions, but a(n) _____ colleague might focus on the practical application of these ideas.
5. When faced with a difficult problem, some people remain _____, while others become quite _____.
6. The _____ student had her notes in perfect order, unlike her _____ classmate who always had trouble finding his homework.
7. A(n) _____ attitude can be off-putting, but a(n) _____ demeanor is often welcoming and warm.
8. Although he was naturally _____, after the networking event, he felt surprisingly _____ and ready to meet new people.
9. A(n) _____ person might spend their weekend hiking up a mountain, while a(n) _____ person might prefer to watch TV at home.
10. In the debate club, the _____ member always took the initiative to speak first, which intimidated the more _____ members.

teamwork.

interpersonal

compelling

leadership

proficiency

communication

flexibility

She has very good with word processing. In order to be successful at work, people need to understand you. This requires good skills. Another skill that is valued is the ability to adjust to changes at work.

This requires . Another skill that is valued is the ability to get along with fellow workers. This is usually referred to as skill. When you are discussing your skills you have to sound very interesting. If you can present a story, they will be more interested in hiring you. One attractive skill that should be highlighted is the ability to be a team player. Employers like One other skill that employers like is someone who can make decisions and show initiative. That is often called . When you are being interviewed for a job, it is a good idea to highlight these skills.

'remote', 'mundane', 'restless', 'exotic', 'minimal', 'foreign', 'boarding pass', 'tickets', 'chilly', 'eclectic', 'capture', 'handmade', 'delicious', 'connection', 'vivid', 'diverse', 'bittersweet'

Jenny had always been an adventurous soul, eager to explore every _____ corner of the world. For years, she worked in a(n) _____ office job, saving every penny and dreaming of the day she would turn those dreams into reality. Finally, the day came when her travel fund was robust enough, and her heart too _____ to stay put any longer. She booked a one-way ticket to a(n) _____ destination that was famed for its lush rainforests and vibrant wildlife.

Packing her _____ luggage with essentials, Jenny made sure her passport was updated and that she had exchanged her money for the local _____. At the airport, she clutched her _____ tightly, feeling a(n) _____ mix of nerves and excitement. She breezed through security, her hand luggage containing nothing but a camera, a journal, and various travel _____.

Upon arrival, the warm, humid air was a welcome change from the _____ climate she had left behind. Her accommodation was a quaint, _____ hostel by the beach, painted in bright colors that matched the lively spirit of the island. Every morning, she would wake up to the sound of the ocean and head out to _____ new sights, never missing a chance to _____ the stunning sunrises and sunsets.

One day, while wandering through a local market, she learned that her trip coincided with a traditional festival. The streets were lined with vendors selling _____ crafts, and the smell of _____ street food filled the air. Jenny marveled at the performances and took part in the celebrations, feeling a sense of _____ that she had never experienced before.

The trip was more than a holiday; it was a journey of self-discovery. Jenny returned home with not just souvenirs, but also a _____ collection of memories and stories to share. She realized that travel was not just about leaving your comfort zone, but also about embracing the _____ cultures and _____ experiences that the world has to offer.

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

be / being
smile / smiling
speak / speaking

understand / understanding
use / using
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.

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.'



Listening

Three jobs



1 Kelly



2 John



3 Suzanna

- 1 Listen to three people talking about their jobs.
- 1 Which job do they each have? Choose from the list in *Take off*.
 - 2 Which of them
 - a enjoys working with people?
 - b gets one day off a week?
 - c works shifts?
 - d works mainly in the back office?
 - e only works part of the year?
- 2 Listen again and complete the extracts.

Extract 1

I _____¹ arrivals, hand out _____², process enquiries and _____³, that kind of thing. I work _____⁴, which can be a drag. I _____⁵ start at six in the morning, which is OK because I get off nice and early, but then _____⁶ I do the late turn and I don't finish till after midnight – this week I _____⁷ the late shift.

Extract 2

I _____⁸ directly with the public at the desk. On a typical day, I'm on the phone and the _____⁹ most of the time. I _____¹⁰ the day by checking my _____¹¹, and that _____¹² the agenda for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that _____¹³ the service they want, that we're stocking their brochures and so on. I also _____¹⁴ presentations, and I get invited to a lot of social events to network and talk about tourist information services in the city.

I _____¹⁵ on a big presentation for some Italian clients at the moment.

Extract 3

We work very _____¹⁶, especially on changeover days. We take the _____¹⁷ who are going home to the airport at six in the morning, and bring back the new group. We then have to get them settled, sort out any _____¹⁸ – and there always are problems! – and do the paperwork. So I _____¹⁹ until midnight on changeover day.



TRAVEL AGENCY





