

Jobs in the hospitality industry

In this unit you are going to

- describe the skills and qualities that staff working in the hospitality industry needs (*Speaking A2*)
- talk about your daily routine at work (*Speaking A2*)
- talk about appropriate work attire (*Speaking A2*)
- read an article about a conference hotel in Vancouver, Canada (*Reading B2*)
- listen to two apprentices talking about their jobs (*Listening A2*)
- write an e-mail to an apprentice from Ireland (*Writing A2*)
- practise trouble-free grammar: Adverbs of frequency
- boost your vocabulary: Jobs and duties in the hospitality industry
Departments in a hotel.

Warm-up



My job

Get into pairs and answer the following questions. Use the phrases from the LanguageBox. Take turns.

- 1 What are the benefits of working in the hospitality industry?
- 2 What are the downsides of working in the hospitality industry?
- 3 Mention five key skills and qualities a receptionist / a hotel clerk needs to have.



LanguageBox

What I love / like about my job is that it is very interesting / communicative / creative / varied ... because ...

A benefit of working in the hospitality industry is that I work with a great team / I meet a lot of people / every day is different ...

What I dislike about my job is that it can be very stressful / exhausting / frustrating ... because ...

A downside of working in the hospitality industry is that I sometimes have to work on weekends / there is always a lot to do / I have to work overtime ...

A key skill for working in the hospitality industry is the ability to communicate / to solve problems / to resist stress / to be helpful and polite / to work accurately ...

As a great receptionist / hotel clerk you have to be friendly / attentive / knowledgeable / responsible / reliable / flexible / stress-resistant / good at figures / accurate ...

I think that it is important to work well in a team / to work well under pressure / to be very precise and detail-oriented ... as a receptionist / a hotel clerk.

Language in use

I always work the morning shift

Trouble-free grammar: Adverbs of frequency

We usually put **adverbs of frequency** in front of the verb.

Please note: *to be* is an exception.

We **usually** serve breakfast from 6 a.m. to 10 a.m. I **am never** late for work.

I **frequently** work on weekends. We **are often** fully booked.

1

Form meaningful sentences and pay special attention to the position of the adverb. The first one (0) has been done for you. Compare your results with a partner.

0 the evening shift / starts / at 6 p.m. / usually / .

The evening shift usually starts at 6 p.m.

1 take / I / occasionally / a nap / during my afternoon break / .

2 frequently / the receptionist / the tables in the lobby / checks / .

3 every other Sunday / brunch / we / from 8 a.m. to 2 p.m. / host / usually / .

4 helps / filing / often / the apprentice hotel clerk / various documents / .

5 guests / sometimes / I / for / am / responsible / welcoming / .

6 attends / the front office team / regularly / briefings / .

7 in housekeeping / the apprentices / work / rarely / .

8 there / a team of two / is / usually / at the reception desk / working / .

9 always / staff members / keep / their working station / have to / clean / .

10 the reception / on arrival day / hardly ever / is / a quiet place / .

2

Have a look at the VocabBooster. Think about your daily routine at work. What do you *always* / *often* / *usually* / *frequently* / *regularly* / *occasionally* / *rarely* / *hardly ever* / *never* have to do? Take notes in the grid. Compare your results with a partner.

VocabBooster

to check-in and check-out guests ■ to inform guests about hotel services ■ to help guests plan their stay ■ to inform about sights ■ to answer e-mails ■ to write offers ■ to answer the phone ■ to write bills ■ to book tickets ■ to file documents ■ to tidy up the lobby ■ to coordinate bookings ■ to prepare the breakfast buffet ■ to set tables ■ to serve dishes ■ to make drinks ■ to sweep the floor ■ to check the incoming beverage delivery ■ to write the morning post ■ to describe the way to the room ■ to call for a taxi ■ to hand the keys to a guest ■ to recommend restaurants ■ to give directions

always
usually
frequently
often
sometimes
occasionally
rarely
hardly ever
never



3

Get into pairs. Tell your partner about a regular day at work. In your talk you should

- speak about your tasks and duties
- explain how often you do certain tasks
- express what you like most / dislike about your job.

Speak for about three minutes. Take turns.

Listening



Working from 9 to 5



1

Track 1–2

Listen to two apprentices talking about their jobs. Take notes in the grid. Then get into pairs and compare your results.

	company name	duties	working hours	likes	dislikes
 Paul hotel clerk					
 Emma receptionist					



2

Use the information from activity 1 and write a short text about your job and your working hours. Start like this:

I am a ... I work at / for ... My duties are ... My working hours are ... What I like about my job ... What I don't like about my job ...

Write about 80 words.

3

Have a look at the VocabBooster. Fill in the appropriate words from the VocabBooster to complete the sentences. The first one (0) has been done for you. Then get into pairs and compare your results.

VocabBooster

~~working hours~~ ■ opening hours ■ overtime ■ closed ■ closing day ■ annual company holidays ■ morning shift ■ evening shift ■ night shift ■ happy hour ■ rush hour ■ preparatory work ■ closing shift ■ winter season ■ off-season ■ peak season

0 My usual working hours are from 9 a.m. to 5 p.m.

1 During the Salzburg Festival, we are fully booked, this is our _____.

2 Our guests can only dine at the full-board restaurant on Wednesdays because it is our à la carte restaurant's _____.

3 Our restaurant is open for lunch from 11 a.m. to 3:30 p.m., but I have to start a little earlier because I have _____ to do.

- 4 I often do the finishing work because I work the _____.
- 5 I usually have a nap upstairs in my room during the afternoon break between the _____ and the _____.
- 6 We are a ski resort hotel, so our main season is the _____.
- 7 Our hotel restaurant's _____ are from 12 a.m. to 2:30 p.m. and from 6:30 p.m. to 9:30 p.m.
- 8 Visit our hotel bar! Get half-price cocktails during the _____ from 7 p.m. to 8 p.m.
- 9 After the summer season the hotel closes in October for our _____.
- 10 I am sorry, but the on-site hairdressing salon is _____ on Mondays.
- 11 We are busiest around 2 p.m. That's our _____ when bus groups arrive.
- 12 Our hotel is in a higher price range, but if you book your stay for the _____, the prices are cheaper.
- 13 At the moment I often have to work _____ because we are short-staffed.
- 14 I am only 16 years old, so I am not allowed to work the _____ yet.



4

Get into pairs. Discuss the hotel you are working at. In your discussion you should

- mention your hotel's opening hours
- speak about the closing days and off-seasons
- explain the different shifts.

Speak for about three minutes. Take turns.

Speaking

A day at work

1

Have a look at the VocabBooster. Write down the activities in the appropriate category on page 6. One example has been given for each category. You can use the activities more than once. Then get into pairs and compare your results.

VocabBooster

to order goods ■ to welcome guests ■ to prepare cocktails ■ to rearrange the news rack ■ to keep the sitting area tidy ■ to polish glasses ■ to restock beverage drawers ■ to recommend drinks ■ to write bills ■ to inform guests about events ■ to fold napkins ■ to schedule appointments for spa treatments ■ to chop onions ■ to answer enquiry e-mails ■ to clean the work station ■ to answer the phone ■ to serve food and drinks ■ to set weekly meal plans ■ to organise the duty roster ■ to peel potatoes ■ to check incoming goods ■ to show guests to their rooms ■ to set the tables ■ to sort the mail ■ to draw beer ■ to fry fish fingers ■ to knead pasta dough ■ to inform housekeeping about room occupancy ■ to check guest satisfaction ■ to cook food ■ to clear tables ■ to arrange dishes on plates ■ to inform kitchen staff about current half-board PAX ■ to organise a mass mailing

Please note: PAX = abbreviation for persons approximately

	 Kirsten: waitress	 Ivan: receptionist	 Ellen: chef
duties	to order goods	to welcome guests	to set weekly meal plans



2

Get into pairs. Choose one of the three persons in activity 1 and describe his / her duties to your partner. Your partner has to guess which person you are talking about. Take turns.

This person's duties include cooking food, ordering goods and arranging dishes on plates.

*You are talking about Ellen!
She works as a chef.*

I'm thinking of a person who is responsible for sorting the mail.

A receptionist is responsible for sorting the mail. Is it Ivan?



3

Get into pairs. Talk about your daily routine at work. Use the phrases from the LanguageBox. Take turns.

LanguageBox

I'd like to talk to you about my job. / I'm going to talk about the daily routine at my hotel.

First, I would like to introduce myself. My name is ...

I work as a hotel clerk / receptionist ... at ... (*name of hotel*).

My company ... (*name of company*) is a ... (*type of hotel*) in ... (*location*).

It is well known for ... / We are famous for ...

My working hours are usually / often / mainly from ... to ...

My main duties are ...

I am responsible for doing / keeping ...

In the morning I always / usually / often ...

Later in the day / Afterwards ... I ...

After that I always / usually / often ... do / make / work ...

After lunch / After my break I always / usually / often work / do / make / prepare ...

Before I go home / my shift is over / I'm off ... I have to ...

And this brings me to the end of my talk. Thank you very much for listening.

Reading

A great place to stay

1

Have a look at the VocabBooster and match the words in A with their appropriate definitions / synonyms in B. Compare your results with a partner.

VocabBooster

A	B
crucial 1	<input type="checkbox"/> upkeep, repair
to enhance 2	<input type="checkbox"/> delicious
replenishment of 3	<input type="checkbox"/> expertise, a high level of skill
bathroom amenities	
maintenance 4	<input type="checkbox"/> to increase, to improve, to make better
janitor 5	<input type="checkbox"/> hectic
proficiency 6	<input type="checkbox"/> to be better than, to surpass
bubbly 7	<input type="checkbox"/> very important, essential
scrumptious 8	<input type="checkbox"/> to develop well, to flourish
fast-paced 9	<input type="checkbox"/> head of maintenance or head of cleaning staff
to exceed 10	<input type="checkbox"/> to first discuss and then agree on something
to thrive 11	<input type="checkbox"/> to consist of
to negotiate 12	<input type="checkbox"/> friendly and outgoing
to be in charge of 13	<input type="checkbox"/> to be in control, to be responsible
to be comprised of 14	<input type="checkbox"/> a refill of toiletries: toothpaste, soap, shampoo etc.



2

Read the article about *The Chateau Granville Hotel* carefully. Underline the different hotel departments and jobs.



A day in the life of the **BEST WESTERN PLUS Chateau Granville Hotel's Team!**

1 Have you ever wondered what it takes for a downtown Vancouver hotel operation to be successful? The hotel does not run itself at the *BEST WESTERN PLUS Chateau Granville Hotel & Suites & Conference Centre*. A strong team of remarkable individuals work day in and day out to be able to delight and exceed the expectations of our loyal guests! The hotel's different departments and their functions all play a crucial role in ensuring the successful run of the business, while providing a positive experience to its guests.

Every day is different with the arrival of new personalities. The front office department is often referred to as the nerve center of the hotel

as it is in constant contact with our guests. Our team is passionate about guest service and looks at every possible opportunity to make our guests comfortable during their stay. With its excellent communication skills, it is not unusual for our staff to multitask.

Our concierge is constantly looking for ways to enhance your guest experience. Travel routes, recommendations of tours, attractions, and short cuts around town are just a few services offered by our remarkable concierge team, topped by, of course, a lovely friendly welcome.

Every morning is a busy one in the housekeeping department. The team has an eye for attention to detail to provide our guests with a spotless guest

experience. Our housekeepers are in charge of almost every detail of your stay from the fluffy pillows and sheets in your guest rooms to the replenishment of your bathroom amenities.

35 Running an effective hotel requires careful planning and hard work. Equipment does break down; meaning repairs and regular preventive maintenance are required around the hotel. Our janitor and his professional maintenance team

40 perform a wide range of essential tasks to help ensure a smooth operation. Our restaurant and bar team at *The Edge Social Grille & Lounge* restaurant are a vibrant bunch with a combination of proficiency and bubbly

45 personalities. Whether it's for breakfast, lunch, dinner cocktails or appetizers, our team will always serve you with a smile. Our experienced team of chefs offer a great variety of scrumptious dishes to keep our hungry

50 customers happy. Although our chefs work in a fast-paced environment, the kitchen is far from what you see on reality TV! There is less drama and more fun as our chefs swing the wooden spoon with experience, creativity and talent.

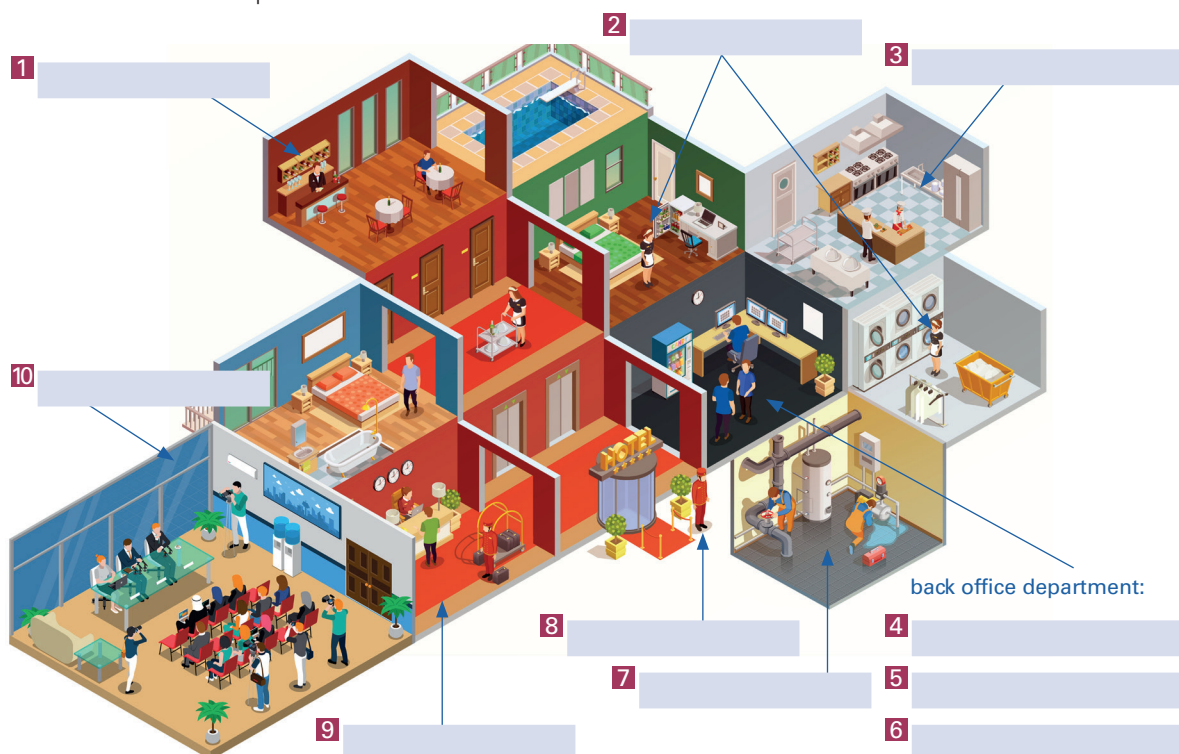
Our catering department is responsible for the 55 smooth operation and sales of our beautifully appointed conference center. From corporate meetings to large celebratory events, the catering team focuses on every detail with excellent team- 60 work and efficient communication in order to meet and exceed the expectations of our clients. The accounting team plays a significant role in managing the *BEST WESTERN PLUS Chateau Granville*. They provide the hotel with relevant financial data and forecasts which are used for 65 daily decision making to ensure we are thriving and keeping the books up to date.

Our sales team works hard to promote the brand and the amenities of the hotel. The sales department is in charge of negotiation and marketing 70 to large business and leisure groups, tour operators and individual travelers.

The executive team plays a decisive role in the hotel operations as the final decision maker. The team is comprised of the department heads and 75 is led by the director of operations and the general manager. The team ensures the smooth running of our hotel.

3

Get into pairs. Label the different departments and teams (1–10) in the picture. Compare your results with another pair.



- 4 Have a look at the VocabBooster. Complete the grid by filling in which team members work for the different departments. Compare your results with a partner.

VocabBooster

accountant ■ F&B manager ■ janitor ■ head waiter / head waitress ■ head chef ■ chambermaid ■ apprentice cook ■ cleaner ■ pastry chef ■ laundress ■ clerk ■ second chef ■ cashier ■ barista ■ steward / dishwasher ■ matron ■ restaurant manager ■ bartender ■ CEO / general manager ■ concierge ■ electrician ■ assistant station waiter ■ carpenter ■ catering coordinator ■ receptionist ■ shift manager ■ sommelier

	department	members
1	front office / reception / lobby	
2	housekeeping / maintenance	
3	F & B (kitchen, restaurant, bar)	
4	back-office	

Speaking

Dress code

- 1 Have a look at the VocabBooster. Match the pictures (1–25) with the appropriate words. An example has been given.

VocabBooster

bow tie ■ waiter's friend / bottle opener ■ apron ■ pen and paper ■ vest ■ dirndl apron ■ chef's jacket (whites) ■ blouse ■ hair net ■ shirt ■ name badge ■ overseas cap ■ dish towel ■ lederhosen suspenders ■ neck tie ■ chef's scarf ■ disposable rubber gloves ■ dirndl dress ■ ~~chef's toque~~ ■ skirt ■ suit pants ■ suit jacket ■ necklace ■ neck scarf ■ company / baseball cap ■ chef's pants ■ bandana ■ dirndl blouse

Headgear:



1 chef's toque



2



3



4



5

Around the neck:



6



7



8



9



10

Suits and uniforms:



traditional Austrian costume / dress



working uniform or business attire

upper body	11		12		13		14		15	
							16		17	
lower body	18		19		20		21		22	
			23		24					

Further equipment:



TRAINEE

25		26		27		28		29	
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4

Get into pairs and discuss the following questions. Use the phrases from the LanguageBox.

- 1 Which work attire do you have to wear on an average work day? Describe it.
- 2 Do you like your work attire? Why? / Why not?
- 3 Why do people who work in the hospitality industry wear special garments or uniforms?
- 4 Which other items do you need to be prepared for your work day? Explain.

LanguageBox

At work I am supposed to wear ... All reception / office / service staff is expected to wear ...

On an average work day I wear ... / I usually wear ... for work.

I like / don't like my work attire because ...

What I like / don't like about my work attire is that ...

The hotel where I work is very modern / traditional ..., therefore our staff has to wear ...

It is part of my company's CI that every staff member who works at ... (*name of hotel*) wears ...

In my opinion the purpose of work attire is ...

I think workwear / business wear is important because ...

The equipment I always carry with me consists of ...



Please note: A **CI** (corporate identity or corporate image) is the manner in which a company presents itself to the public, its guests and its business partners. This includes product design, logos, colour patterns, advertising and the workwear and general appearance of employees.

Writing



Can you give me some tips?

The *IFA* organises traineeships all over Europe. These exchanges can last up to a few weeks and are financed by the European Union. The target group of the *IFA* programme are apprentices. Patrick Brannan, an apprentice from Ireland, is interested in working in Austria. Read his e-mail about his traineeship in the hotel where you work and underline all the questions that you are able to answer.

 Send	To...	office@bestshots-hotel.com
	Cc...	
	Bcc...	
Subject:		traineeship

Dear future co-worker

My name is Patrick Brannan (Pat for short). I am currently training to be a receptionist at the Connemara Equestrian Hotel and Resort in Maigh Cuilinn, Ireland. I'm 17 years old and in my second year of training.

My company offered me the opportunity to do an internship abroad. I would love to improve my language skills and to gather new impressions. I'm very eager to come to Austria (where I have been twice before for skiing vacations!) to work at *Best Shots Hotel* for six weeks.

I am very excited about this great opportunity and I will do my best to be a fully-fledged part of your team. I'd like to prepare well for this internship. Therefore, I would very much appreciate it if you could answer some of my questions about the job.

- What are your working hours? Do you work in changing shifts?
- What are your main tasks and duties?
- Which tasks do you like most about your job?
- Which skills are most important in your job?
- Do you have a special dress code? Do I need to get a *Tracht*?
I'd like to know what to pack or buy. Or does the company provide the work attire?
- Is there anything else that you think is important to know?

Thank you so much for your help! I'm so looking forward to hearing from you soon! I can't wait to meet you in Austria! :-)

Best wishes from Éire to Austria!

Pat Brannan

Please note: *IFA* (*International Young Workers Exchange*) is the leading organisation when it comes to international work experience. Members are all the Austrian Economic Chambers, the Federation of Austrian Industries, the Junior Chamber Austria and the Junior Industry.



Answer all of Patrick's questions in an e-mail. Write about 80 to 100 words.