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*АМУРСКИЙ ГОСУДАРСТВЕННЫЙ УНИВЕРСИТЕТ*

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# RECRUITMENT

*Практикум*

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Целью практикума является развитие навыков построения монологических и диалогических высказываний по теме «Устройство на работу». В практикуме используется современный языковой, лингвострановедческий и культурологический материал.

Практикум предназначен для студентов направлений подготовки, программа обучения которых включает изучение деловых коммуникаций в сфере туризма.

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## INTRODUCTION

**Recruitment** is a course in English as a Foreign Language (EFL) for young adults and adults, specializing in communication in the tourism area. The course covers the four skills of listening, speaking, reading and writing as well as building vocabulary. Particular emphasis is placed on listening and speaking. The primary goal of the course is to teach the ability to communicate according to the situation, purpose and role of the participants.

The course has a graded **grammar** syllabus that contains the essential grammar, tenses and structures needed for an intermediate level of English proficiency.

The course deals with **topic** that is of interest to learners and connected with the communication in tourist industry. Information is presented so that it can serve as a basis for cross-cultural comparison and that both students and the teacher will find stimulating and enjoyable.

**Speaking** skills are a central focus of recruitment. Many elements in the syllabus (grammar, topics, functions, listening, vocabulary) provide solid support for oral communication. Speaking activities in the course focus on the ability to use communication strategies. The course presents essential conversational functions which develop the students' communicative skills and enable them to participate in simple communication.

The course treats **reading** as an important way of developing receptive language and vocabulary.

# UNIT 1 RECRUITMENT

## PART A JOB ADS

### 1. *READING* Job Advertisements

A. Read the job advertisements below. Which job do you find the most / least attractive? Give your reasons why.

#### Conference Event Co-ordinator

Conference Consultants is a dynamic events management organization which provides creative, exciting and affordable solutions for conferences and exhibitions. We are currently looking for a hardworking person to join our staff.

The successful applicant will be responsible for organizing special events. This person will have excellent customer service and management skills and be prepared to work under pressure.

An excellent salary package and company car will be offered to the right candidate.

#### Night Auditor

This is a chance to become part of a well-established international five-star hotel.

We are looking for a Night Auditor for a busy hotel front office. Reporting to the Front Office Manager, you will be skilled at supervising staff, handling guest queries and complaints, maximizing room occupancy and producing the daily business figures.

You are well-presented and patient with a friendly, helpful personality. This position has unlimited potential and will suit someone looking at his/her career in the long term.

### **Travel Sales consultant**

Leading travel agency is seeking a travel sales consultant to sell holidays and other travel products.

Good telephone, IT and numeracy skills are a must. The job involves booking package tours, making hotel reservations and arranging car hire as well as designing individual holidays for the independent traveler. You will be caring, have an outgoing personality and be able to put others first.

### **Resort reps**

If you enjoy being in foreign places but don't like being on the move the whole time, then being a resort representative is a great job for you. You will need to be enthusiastic, energetic, possess excellent communication skills and be good at dealing with emergencies and making decisions on your own. There is the opportunity to earn commission from selling excursions to boost your basic salary.

### **B. Read the advertisement again. Which of the jobs:**

- b) involves selling?
- c) requires management skills?
- d) means working abroad?
- e) offers extra financial benefits?
- f) involves making arrangements?
- g) needs excellent telephone skills?

**C. Complete four vocabulary networks with the words and expressions that are underlined in the ads.**

<p>1</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; padding: 5px; width: 200px; height: 60px;">sell holidays and other travel products</div> <div style="border: 1px solid black; width: 100px; height: 60px;"></div> </div> <div style="margin-top: 20px; display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 60px;">responsibilities of the job</div> </div> <div style="margin-top: 20px; display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; width: 100px; height: 40px;"></div> <div style="border: 1px solid black; width: 100px; height: 40px;"></div> </div> <div style="margin-top: 20px; display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 30px;">Caring, outgo- ing personality</div> <div style="border: 1px solid black; width: 100px; height: 30px;"></div> </div>	<p>3</p> <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 60px;">Good tele- phone, IT and numeracy skills</div> <div style="border: 1px solid black; width: 100px; height: 60px;"></div> </div> <div style="margin-top: 20px; display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 60px;">qualifications and profes- sional skills</div> </div> <div style="margin-top: 20px; display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; width: 100px; height: 40px;"></div> <div style="border: 1px solid black; width: 100px; height: 40px;"></div> </div> <div style="margin-top: 20px; display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; width: 100px; height: 30px;"></div> <div style="border: 1px solid black; width: 100px; height: 30px;"></div> </div>
<p>2</p> <div style="display: flex; justify-content: center; align-items: center; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 60px;">personal quali- ties needed for the job</div> </div> <div style="margin-top: 20px; display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; width: 100px; height: 100px;"></div> <div style="border: 1px solid black; width: 100px; height: 100px;"></div> </div>	<p>4</p> <div style="display: flex; justify-content: center; align-items: center; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 60px;">advantages the job offers</div> </div> <div style="margin-top: 20px; display: flex; justify-content: space-between; align-items: flex-start;"> <div style="border: 1px solid black; width: 100px; height: 100px;"></div> <div style="border: 1px solid black; padding: 5px; width: 150px; height: 100px;">the opportunity to earn com- mission from selling excu- sions to boost your basic sal- ary</div> </div>

**2. Use newspapers or the Internet to find adverts for jobs in the tourist industry. Tell your class where you found the adverts and what experience and qualities you need for each one.**

### 3. WORD POWER

#### A. Which verbs do not go with the nouns?

##### 1. EVENTS

A. arrange                                      B. organize                                      C. *make*

##### 2. EMERGENCIES

A. handle                                      B. deal with                                      C. book

##### 3. ROOM OCCUPANCY

A. maximize                                      B. boost                                      C. produce

##### 1. TOURS

A. possess                                      B. book                                      C. organize

##### 2. STAFF

A. supervise                                      B. design                                      C. join

##### 6. INDIVIDUAL HOLIDAYS

A. book                                      B. arrange                                      C. supervise

#### B. Study the vocabulary and complete the sentences.

*management*

*communication*

*computer / IT*

*be skilled at + verb + -ing*

*telephone*

*skills*

*she's skilled at supervising staff*

*organizational*

*people*

*Success in business depends on **skilful (UK) / skillful (US)** management. A **highly-skilled** chef can earn a lot of money. Being a porter is a relatively **un-skilled** job.*

1. Dealing with difficult members of the public requires good communication skill .
2. Designing a good computer reservations system demands up-to-date \_\_\_\_\_.
3. She's done a large number of relatively \_\_\_\_\_ jobs. She's been a chambermaid, a cleaner and a waitress.
4. He has to co-ordinate the work of several departments so he's \_\_\_\_\_ at organizing schedules.
5. If you work in a call centre it's essential to have excellent \_\_\_\_\_.
6. Conference interpreting is a \_\_\_\_\_ occupation.

#### **4. LISTENING Do You Like Working With People?**

**A. Listen to Louisa Smith talk about her job and decide which of the jobs she does.**

**B. Listen again and answer these questions.**

- a) How did she get her present job?
- b) What does she do when she works 'upstairs'?
- c) Who does she deal with when she works 'downstairs'?
- d) What kind of questions do people ask her?
- e) What questions does she ask customers?
- f) What questions do people ask her at parties?
- g) Which countries has she been to this year?

#### **5. READING Opportunities**

**A. What qualities and qualifications do you think are needed to work in (a) the Housekeeping section and (b) the Maintenance section of a hotel? Divide into two groups, A and B. Group A should read text 1. Group B should read text 2.**

**As you read, make notes about the following:**

- 1) qualities needed
- 2) duties
- 3) experience and training



**B. When you have finished, exchange information with a member of the other group. Which job would you prefer?**

**HOUSEKEEPING**

Are you smart? Intelligent? Don't mind hard work? Interested in looking after guests and helping to make their stay enjoyable? You could be just who we're looking for, to join our hotel housekeeping staff. As a member of the Housekeeping team, you may be given responsibility for one of the bedroom areas. After the guests have checked out, you will then change beds, towels, etc. and generally ensure that everything is clean and tidy.

Housekeeping, however, is not just about cleaning bedrooms, but also keeping every public area pleasant, clean, and tidy for others to relax and work in. You may find you have to arrange flowers, displays of materials, publications, and be responsible for ensuring stocks are up-to-date whether in a linen room or a mini-bar. Other duties you maybe involved in could be vacuuming, polishing, and tidying other areas in the building. You will certainly need to spend time checking everything is in place. Whether you work at a hotel, motel, bed and breakfast, conference or holiday centre, or a tourist attraction, your guests will judge their accommodation by its appearance. Clean rooms and good service enhance any accommodation and make your guests return.

No previous experience is required and most of your training will be on the job, with extra in-house training given by the company's training personnel

**MAINTENANCE**

Just think how many things need doing around the house. Now imagine how many more there are in a large hotel - or a leisure theme park! Lighting, heating, plumbing, carpentry, even gardening needs taking care of. Courtesy cars and staff buses need driving and many large hotels need grounds staff to look after their golf-courses and keep them in tip-top condition.

Whilst some smaller hotels use outside contractors, most larger hotels, motorway sites, and leisure parks employ their own specialized support staff. Because guests and visitors expect everything to work perfectly, maintenance and support staff must be available 24 hours a day. This means you wilt probably have to work shifts and some weekends.

Many people start in these jobs by applying direct. To get a job as a plumber, carpenter, or electrician you can start as an apprentice, no experience is needed, and you will be trained on the job.

If your interest is in gardening or green-keeping, again no experience is necessary to start, but you will need to have a real love of horticulture, and enjoy working out of doors.

Whenever people travel on long journeys they need to stop for a break. At the sites where they stop, more specialist support staff are needed to look after them - car and coach parks need to be controlled, cloakrooms supervised, and all amenities kept clean and tidy.

## 6. *READING* Job Advertisements

A. Read the job ads below. Tick the skills that are required for each of the jobs.

	reservations agent	events manager	front office manager	operations manager
IT skills				
people skills				
leadership skills				
financial skills				
writing skills				
supervisory skills				

### **Saudi Arabian Airlines**

The largest carrier in the Middle east has vacancies at its UK call centre  
for a reservations agent

*Full or part-time*

Applicants, with at least one years experience in reservation sales and knowledge of a computerized system, should be able to handle pressure and achieve targets.

For an application form and information sheet: Tel. 020 7798 0000

### **Front Office Manager**

Clarion Hotel and Conference Centre is seeking a well-presented, motivated person to maximise room occupancy and oversee front desk operations including check-in, check-out, group rooming lists, weekly revenue management. Strong management and organizational skills required as are a sense of humour and the ability to handle the occasional emergency.

Operations manager	American Express
<p>London Docklands-based tour operator is seeking an innovative individual to take charge of a busy operations department.</p> <p>The successful candidate will be responsible for the supervision of ten staff in both the hotel and tour sections.</p> <p>Duties include achieving gross profit margins, solving problems with both customers and suppliers, making financial decisions and leading by example. Computer literacy and travel background essential.</p> <p>Apply in writing, enclosing CV, to Simon Scott, Executive Recruitment, 45 Morris Road, London W14 BTA</p>	<p>One of the worlds leading financial organizations is looking for an events manager.</p> <p>Key tasks include writing proposals; preparing costs and making sure events run to budget. Expertise in Word and Excel is a must and a knowledge of an airline CRS would be an advantage. If you are a creative person with initiative and at least two years experience of conference and Incentive travel email your CV and covering letter to D.Baker a.aexp.com.</p>

**A. Find words in the advertisements that match these definitions.**

- 1) smart appearance \_\_\_\_\_
- 2) a previous track record in the travel industry \_\_\_\_\_
- 3) special skills or knowledge in a particular subject \_\_\_\_\_
- 4) showing people how to do things so they can copy you \_\_\_\_\_
- 5) the ability to make decisions without being told what to do \_\_\_\_\_
- 6) the ability to enjoy things that are funny and make people laugh \_\_\_\_\_

## 7. WORD POWER

### A. Match the verbs with the nouns.

- |              |                   |
|--------------|-------------------|
| 1. Handle    | a. proposals      |
| 2. Achieve   | b. emergencies    |
| 3. Make      | c. staff          |
| 4. Prepare   | d. problems       |
| 5. Supervise | e. room occupancy |
| 6. Maximize  | f. targets        |
| 7. Write     | g. costs          |
| 8. solve     | h. decisions      |

## 8. MAKING NOTES

Look at the job advertisements from the previous exercises. Make notes on each advertisement, as in the example below for the post of Front Office Manager.

<i>The title of the post</i>	<i>Front Office Manager</i>
<i>The type of company</i>	<i>Clarion Hotel and Conference Centre</i>
<i>The responsibilities described</i>	<i>To maximize room occupancy and oversee front desk operations including check-in, check-out, group rooming lists, weekly revenue management</i>
<i>The type of person required</i>	<i>well-presented, motivated person, with good sense of humor</i>
<i>The business skills required</i>	<i>management and organizational skills the ability to handle the occasional emergency</i>
<i>The pay and benefits</i>	-

## 9. *WRITING* Job Ads Analysis

A. Choose any two job ads and complete the table.

Parts of a job ad	<i>Job ad 1</i>	<i>Job ad 2</i>
Position		
Company		
Responsibilities described		
Personal qualities		
Professional skills		
Pay and benefits		

B. Compare the chosen job ads using Job ads analysis as a model (see Appendix I).

B. Compare two job ads offered by the teacher.

## PART B WRITING A RESUME

### 1. BEFORE READING

List three things you need to include in a CV.

- a \_\_\_\_\_
- b \_\_\_\_\_
- c \_\_\_\_\_

### 2. READING CV

A. Read the sections of a CV (a-h). Match them with the headings (1-8), arrange them in a proper order.

- |                           |  |
|---------------------------|--|
| 1. Personal statement     | 5. Interests                           |
| 2. Personal details       | 6. Other information                   |
| 3. Work <u>experience</u> | 7. Referees                            |
| 4. Languages              | 8. Education and <u>qualifications</u> |

- a. Czech (mother tongue), English (fluent), German (good), Russian (good)
- b. Theo Johnson, Head of Postgraduate Studies, London Business School  
Jan Kay, Marketing Director, Kuoni Travel
- c. 1998-99 London Business School – Postgraduate Diploma in Marketing  
1994-98 Stredni hotelova skola, Marianske Lazne, the Czech Republic -  
graduated in Tourism Management
- d. I am a hard-working and enthusiastic sales and marketing graduate who is  
looking for a position with an international travel retailer.
- e. Travel, swimming, running, classical music
- f. Name Alena Hejnova  
Address 220 Belsize Gardens,  
London SW2 2RT

Telephone                      070 2268 2331  
Email                            hejnova@hotmail.com  
Nationality                    Czech  
Date of birth                   17 April 1976

- g. I spent a year traveling in Asia and Latin America and I worked for two summers at a summer camp for children in the USA.
- h. 2000-date Kuoni World Holidays –Assistant Marketing Manager - Started as trainee, promoted within six months.

**B. Complete 1-5 with the underlined words.**

- 1. \_\_\_\_\_ are exams or courses.
- 2. \_\_\_\_\_ is what you have done in your life/work.
- 3. \_\_\_\_\_ is a person who has passed a university course.
- 4. \_\_\_\_\_ is a person learning a job.
- 5. \_\_\_\_\_ means interested and excited.

**C. Work in pairs. Look at these 'rules' for writing a CV. Which ones do you agree with? Why?**

- 1. Make sure your CV is well-organized.
- 2. Include a lot of detail - a good CV is long.
- 3. List your education and work experience in reverse order - start with your most recent job.
- 4. Include additional information that you think could help your application: for example, travel experience, or voluntary work.
- 5. Don't send a covering letter - no one reads it.

## 2. *READING* Job Advertisements

Work in pairs. Read the job adverts below. Discuss the qualifications and experience applicants need. Look at the CV in Exercise 2 again. Which job do you think Alena Hejnova is applying for?

### **Tourist Services Manager**

The city of Cambridge is the home of one of Britain's oldest universities. We have a new position managing visitors' facilities. The successful applicant will have responsibility for:

1. improving and updating facilities for visitors
2. managing a team of 20 employees
3. promoting the city, both in the UK and abroad.

Apply in writing, with CV, to: Director of Leisure Services, City of Cambridge.

### **Sunny Travel**

Wants a Marketing Information Manager to work in their new offices in Munich.

Responsibilities include:

1. maintaining good relationships with customers
2. managing large marketing campaigns
3. training staff in offices all over the world

Apply to: Sunny Travel Group, 45 Queen Victoria Street, London EC4

## 3. *READING* Writing a CV

**A. Work with a partner. Student A reads the article "How to Write a CV" below. Student B reads the article "The Write Way to Find a Job".**

Student A / B: Tell your partner what recommendations "How to Write a CV"/ "The Write Way to Find a Job" makes about:

- personal information and experience.
- layout, language and style.



## TEXT A

### HOW TO WRITE A CV

*When applying for a job you'll be in competition with a number of other candidates. So your CV is important — interviewers will decide whether or not to see you on the strength of what you have written. Don't just think of it as a list of facts; it should sum up your personal, educational and career history, as well as being an indication of your strengths and weaknesses. Here are a few suggestions:*

#### **Presentation**

- a) Always type your CV. Use a good typewriter or word processor. If a CV is hand-written, it goes into the wastepaper basket.
- b) Use good quality paper. Don't give the impression this is just another photocopy.
- c) Never send a CV without a covering letter explaining which vacancy you're applying for. If you're writing "on spec", send a short letter explaining what kind of post you're looking for.
- d) Don't fax a CV unless you're asked to. It's a confidential document.

#### **Content**

- a) Write a list of important headings. These should include your name, date of birth, your address (and your e-mail address, if you have one), phone number (at work and at home), your work record and so on.
- b) Start with your most recent job and work backwards.
- c) Don't leave out any vital information. If you spent a year or two traveling, say so. Years that are unaccounted for will seem suspicious.
- d) Don't include any negative information, such as exam failures or lost jobs. Be positive about yourself, but don't lie or you will undermine yourself from the start.
- e) Don't ask for your CV to be returned; many companies keep CVs on file for future reference.

## TEXT B

### THE WRITE WAY TO FIND A JOB

ANSWERING advertisements is one way of finding a job. But there is a big gap between the number of vacancies filled and those advertised. So writing on spec. to employers can often be a good idea.

The object is to get the employer to see you — no more, because the best you can hope for from such an approach is an interview. Asking straight out for a job is fatal because it invites a yes or no response. As no one will offer a post to an unknown quantity the answer will always be negative.

There are a number of **golden rules**:

1. Try to research the name (spelt correctly!) of a specific person to write to.
2. Put yourself in the employer's shoes. Think of what you have to offer.
3. Try to keep your CV brief — one page is enough: perfect prose isn't expected — note form is acceptable.
4. Gear your CV to the job and organization. No two CVs should be exactly alike.
5. If you've been in work, explain your duties and how your work has evolved.
6. Demonstrate on paper that you are a potential asset.
7. List your outside interests and skills. Don't forget your language abilities.
8. Participation in sports can show your capacity for team work.
9. If your covering letter is in English it should be checked by a native speaker.
10. You should state at the beginning why you are writing and then try to keep the reader interested. You must establish that you would like an interview.
11. Edit ruthlessly.
12. Go over your letter as many times as necessary. Search out and get rid of all unnecessary words and sentences.

**B. Discuss recommendations in the dialogues of your own.**

## 6. *READING* Mike Mortimer's CV

Look at Mike Mortimer's CV and answer these questions.

1. What was his first post?
2. What is his most recent post?
3. What kind of experience has he had?
4. How has his career progressed?
5. In your opinion, is his CV well written? If not, what changes would you make?

Name            **Mike Mortimer**  
D.O.B.         12.06.72  
Address        157 rue des Laboueurs,  
                    Moissy, 77550  
Tel. No.        64886341  
Marital status Single

### **EDUCATION**

09/93-02/94 Certificate of Theme Park Management: Miami University, Florida, USA  
05/92-02/93 Diploma in Hospitality Management: Neath College, Wales  
09/90-04/92 Higher National Diploma in Tourism and Recreation Management:  
                    Swansea Institute of Higher Education, Wales  
09/88-06/90 BTEC National Diploma in Business and Finance: Fermanagh College of  
                    Further Education, Enniskillen, Northern Ireland  
09/83-07/88 8 GCSEs - Grade B St Joseph's School, Enniskillen, Northern Ireland

### **LANGUAGES**

ENGLISH, mother tongue  
FRENCH, fluent  
SPANISH, elementary

### **EMPLOYMENT EXPERIENCE**

#### **BIENVENUE THEME PARK**

Merville. France

12/96 - present

### **Attractions Lead Coordinator**

- Pre-opening, supervised the personal development of staff on standards of customer care
- Compiled and arranged Safety Operating Procedures for Attractions
- Managed employees' daily schedule and delegation of tasks
- Monitored safe operation of major attractions in the Park
- Coordinated the show quality, ensured high standards of maintenance

### **SUPERWORLD THEME PARK**

Miami, Florida 2/95-12/96

### **Intern Supervisor**

- Implemented the Intern Program
- Planned and presided over Special VIP Events
- Supervised the training of new employees on operating procedures
- Participated in leadership development and trainer classes
- 03/94-02/95

### **International cultural representative**

- Greeted guests and answered questions
- Took inventory of stock, organized shop displays
- Organized international cultural exchange events

### **THE NEWBERN GROTTTO**

Newbern, Northern Ireland

06/90-09/90

### **Tourist Information Assistant/Grotto Tour Guide**

- Provided tourist information for local area
- Guided international parties in one of the largest caves in Europe
- Trained new employees on all aspects of cave guiding

### **INTERESTS**

- Folk music, judo, water sports

### **ADDITIONAL INFORMATION**

1990-1993 Sports club treasurer  
1987-1990 Youth group leader

### **REFEREES**

Christophe Allain	Anne Jones
23, rue de la Paix	Director,
Moissy 77550	The Newbern Grotto
France	14 Rodney Drive
	Newbern
	Northern Ireland
	BT74 8DF

## **7. READING Job Advertisements**

**Choose one of the advertisements and imagine you are a candidate for the post. Make a list of the qualifications and personal qualities that are required to do the job. Design your CV.**

### ***Tour operator/ Marketing Executive***

Required by EXPLORE THE WORLD LTD, a well-established travel firm operating escorted tours of Europe (ranging from Inverness to Naples and from Budapest to Lisbon) for a primarily American clientele.

We seek resourceful, well-travelled applicants who not only have inbound tour-operating experience but also the ambition and ability to take on certain key management roles.

The ideal applicant must have WP skills, be literate and numerate, accurate and articulate, and have a real appetite for hard work. A second (or third) language is essential.

Please write with full CV to: The Managing Director, Explore the World Ltd., Priory Lane, Buxford, OX18 4DG

### ***Cabin crew***

*Skyways* has opportunities for cabin crew who will be responsible for the safety, comfort and enjoyment of the passengers on board our aircraft, whilst maintaining our extremely high standard of in-flight service.

Are you aged 21-35, of between 160 cm and 1 80 cm in height, and of smart appearance? Do you have a minimum of four GCSEs or equivalent (including Maths and English)? Do you have a confident, outgoing personality and plenty of stamina? Are you able to remain calm and level-headed even under stress? Do you have experience in dealing with the general public? If your answer is yes, then in return for your energy and commitment to quality of service, we offer:

- a competitive salary
- concessionary air travel
- excellent career prospects and training
- the opportunity to work for a dynamic, progressive organization.

Interested? Then please write, quoting ref. DM3, with full CV, and enclose a good-quality, full-length photograph to us at the address below.

Claire Downing, Personnel Assistant, *Skyways*, Atlantic House, Hazelwick Avenue, Haywards Heath, West Sussex, HH10 1 NP.

Closing date: 15 June.

Previous applicants currently on our files will automatically be considered.

Please note that applicants will not receive a reply until after the closing date.

### ***Travel Sales Executive***

The responsibility you deserve. The freedom you'll enjoy. Do you have at least two years' experience in a service-related industry ideally gained in the travel trade?

Can you combine this with a fresh, enthusiastic approach, strong powers of initiative and outstanding interpersonal skills? If so, Monarch Hotels may have the ideal opportunity for you.

As a major international hotel group, we have 250 three-, four- and five-star hotels from Greenland to the Galapagos.

We are now seeking someone with these qualities to sell promotional packages to major tour operators. The role not only offers responsibility but freedom as well.

Based at our head office in Bern, you will be traveling extensively to visit our customers. By contributing to the development of promotional ideas you will have the chance to maximize your sales.

Sales experience is not essential. Natural enthusiasm and total commitment to success are more important. Demonstrate these and the rewards will be high. A competitive salary (according to age and experience) will be supported by benefits, including a fully expensed car and subsidised accommodation.

If this sounds like your kind of challenge, please write with full personal history to:

*Karl Kaser,*

*Jubilaeumstrasse 28, 3005 Bern, Switzerland*

## **8. WORD POWER**

### **A. Match the words in the box with the definitions.**

a. salary	d. commission	g. tip
b. bonus	e. overtime	h. perks
c. wages	f. fee	

1. The extra things, such as luncheon vouchers or free medical insurance, over and above the basic pay
2. A small sum given to reward the services of people like waiters or taxi drivers
3. Money paid every month, but referred to as annual earnings paid to professional and managerial staff
4. Money paid to a professional person, e.g. a doctor or lawyer for advice given
5. Money paid to a manual worker, usually calculated hourly and paid weekly
6. Money added to pay, usually as a reward for good work
7. Money that is paid for extra hours of work

8. Money earned as a proportion of the goods or services sold by an individual

**B. An employer will probably want to take on someone who is:**

1. articulate	5. considerate	8. accurate
2. numerate	6. computer-literate	9. dynamic
3. enthusiastic	7. optimistic	10. energetic
4. diplomatic		

**C. Match the qualities above with these definitions:**

- a. is able to use information technology
- b. thinks of other people's feelings
- c. is discreet and tactful in delicate situations
- d. shows a lot of enthusiasm and energy
- e. is good with figures
- f. can speak fluently
- g. is precise, pays attention to detail
- h. feels confident about the future

**D. Using a dictionary, find appropriate definitions of two more qualities.**

**9. WRITING**

**Write your CV for a job of your choice (based on the job ads from ex. 7 and referring to Appendix II). Imagine personal details, qualifications and work experience.**

**10. PAIR WORK**

**Work in pairs. Find adverts for jobs in the tourist industry on the Internet or in a newspaper. Choose an advert for a job you would like to do. Give your advert and CV to your partner and take theirs. Suggest ways that your partner could adapt their CV to fit the job advert.**



## **PART C WRITING AN APPLICATION LETTER**

### **1. *READING* Curriculum Vitae**

**A. Work in groups. Read the statements about CVs and covering letters. On the basis of your knowledge and experience, decide if you agree with them.**

- 1 A curriculum vitae is more acceptable if it is hand-written.
- 2 A covering letter should be hand-written.
- 3 You should always include a photograph.
- 4 The longer a CV is the better.
- 5 A CV should list experience in chronological order.
- 6 It's best to explain foreign qualifications and give an approximate
- 7 There is no point in mentioning outside activities, hobbies, etc.
- 8 Each CV should be customized for the job you are applying for.
- 9 Perfect prose isn't expected; note form is perfectly acceptable.
- 10 Use space constructively; don't mention failures or irrelevant experience.
- 11 Don't include your previous salary or salary expectations, unless requested.
- 12 You can lie on a CV: they'll never find out anyway.
- 13 Any gaps in the dates should be explained.
- 14 It's best not to send the CV by fax unless requested to do so.
- 15 Always make a follow-up phone call a few days after sending off your CV.

**B. Read the text about writing application letters (cover letters) and use the advice to complete the sentences below.**

When writing cover letters you need to use a standard format. Remember that the address of the person you are writing to always appears on the left-hand side of the page and your own address is in the top right-hand corner. Put the date under your address.

Always make sure you start and end your cover letters correctly. If you are writing to Mrs Linda Carr then you should start the letter with 'Dear Mrs Car' and finish it with 'Yours sincerely'. Note that 'sincerely' has a small "s". not a capital letter.

If the advertisement asks you to send your application to Melanie Thompson, how would you begin your letter? 'Dear Melanie'? 'Dear Melanie Thompson'? 'Dear Mrs Thompson' is not really appropriate as she might not be married. It is probably safe to put 'Dear Melanie Thompson'.

If the advertisement just says 'reply to J. Brown' how would you address the letter? 'Dear Sir'? or 'Dear Madam'? or 'Dear Mr. Brown'? You should ring the company and find out J. Brown's full name and whether this person is a man or a woman.

Remember that letter etiquette costs you nothing, but it can really pay dividends and you may be the only person who has made the effort to find out. This could help to make you different from all the other applicants and being noticed is important if you are going to get invited for interview.

If the advertisement just states: 'Write to the Human Resources Department' or 'Reply to Atlas Travel' it may not be possible for you to find out who will be dealing with your reply. In these cases you will have to start your letter with 'Dear Sir/Madam' and finish the letter with 'Yours faithfully' with a small 'I'.

1. The address of the person the letter is addressed to appears \_\_\_\_\_
2. If you begin a letter with 'Dear Mrs. Healey' you should end with \_\_\_\_\_
3. You should write your own address \_\_\_\_\_
4. If an advertisement says 'Reply to Vikki West' you should \_\_\_\_\_
5. If an advertisement says 'Reply to R. Simpson' you should \_\_\_\_\_
6. If an advertisement says 'Please send CV + cover letter to Marketing Director, Austravel' you should begin your letter with \_\_\_\_\_, and end with \_\_\_\_\_

## 2. *WRITING* An Application Letter

### A. Write an application letter based on the job ads from ex. 7 (part B).

#### Useful Language

##### *To begin letters*

- I am writing to you in response to your advertisement for...
- I'm writing to apply for the position/post of ...advertised in ... newspaper
- I'm writing in connection with the vacancy in your Sales Department.

##### *Qualifications*

- *I have / obtained a degree / diploma / certificate in ... awarded by .....University*
- I graduated from the ... University with BSc degree in ....
- I completed a course in ..... at...
- I am presently studying / attending a course ...

##### *Experience*

- *I am currently / At present I am employed / working as...*
- I was employed as (*position*) by (*company*) from (*date*) to (*date*)
- During this time, I held the position of .../was responsible for.../my duties included...
- I received training in ... / I trained as .....

##### To end letters

- I enclose my CV/ resume/ references
- I will be available for the interview at any time / in January / until the end of June
- I may be contacted at the above address or by telephone on 555-362
- Please contact me if you have any questions.
- I look forward to receiving your reply.
- I look forward to an opportunity to speak with you in person. (OR to speak with you personally).

### 3. *READING* Conference Co-Ordinator

Read the job advertisement, and then complete the letter of application using the following words:

delegates	house	interested	suitable	advertised
command	apply	get	coordinator	had
available	experience	past	chain	

#### Conference Co-Ordinator

We have an interesting opportunity for an enthusiastic person to handle conference requirements as leader of a friendly learn based at our prestigious Boston hotel. Applicants will need to have international conference experience and the ability to liaise at all levels. Working conditions, salary, and benefits are excellent.

Interested applicants with relevant experience should write with their cv to:

**Christine Lloyd, Group Personnel Manager, The International Exchange Hotel,  
Diamond Road,  
Boston, MA 02107, USA.**

Christine Lloyd

December 16, 2008

The International Exchange Hotel

Diamond Road

Boston

MAOS107

USA

Dear Ms Lloyd

I am writing to <sup>1</sup>\_\_\_\_\_ for the post of Conference Coordinator as <sup>2</sup>\_\_\_\_\_ in this month's edition of 'Caterer and Hotelkeeper' magazine. I am particularly <sup>3</sup>\_\_\_\_\_ in this job as I wish to work in America in order to improve my English and <sup>4</sup>\_\_\_\_\_ further <sup>5</sup>\_\_\_\_\_ of hotel work. I feel I would be <sup>6</sup>\_\_\_\_\_ for the job as I have the relevant experience and training. For the <sup>7</sup>\_\_\_\_\_ two

years, I have been working as Assistant <sup>8</sup>\_\_\_\_\_ for a large international  
<sup>9</sup>\_\_\_\_\_of hotels. Recently, I have <sup>10</sup>\_\_\_\_\_to coordinate a large-scale in-  
ternational conference with over 400 <sup>11</sup>\_\_\_\_\_ from thirteen countries. I also  
have three years' valuable Front-of-<sup>12</sup>\_\_\_\_\_ Management experience and a  
French Diploma in Hotel Management. As well as speaking French, I have a good  
<sup>13</sup>\_\_\_\_\_ of English and I speak some Spanish and German. I shall be  
<sup>14</sup>\_\_\_\_\_ for interview from the middle of August.

I enclose my resume.

Yours sincerely

*Marie-Victoire Dechet*

Marie-Victoire Dechet

Enc.

#### **4. READING Holiday Job**

**A. The letters below do not contain any errors but the writers are very unlikely to be considered for a vacancy. Can you say why?**

Dear Anthony Mayer,

I'm looking for a holiday job and I saw your ad in a newspaper and it looked as if it could be good because your company is very famous.

I don't have a lot of experience (in fact I haven't had a job before) but I've got lots of confidence and I get on pretty well with people in general.

I'm basically free in July but not August (because I'm going away then) but it would be really good if you could take me on because I need the money!

Hoping to get a reply from you soon.

Yours,

Mary Roe

Dear Sir,

In accordance with your esteemed request further to our telephone conversation of 25 November and the advertisement which appeared in the Times of 24 November inst., I have the honor to enclose herewith a copy of my curriculum vitae and would beseech you to acquaint yourself with the contents therein.

Trusting that I shall be favoured with an interview with a view to discussing my application in further detail, I beg to remain,

Yours faithfully,

Chareles Jortescue Esq.

**B. You have decided to help Mary Roe rewrite her covering letter. Work with a partner and complete the revised letter on the right. Invent any details about Mary's background that you feel would be relevant.**

(Address)

Mr Anthony Mayer

Personnel Manager

Travel Unlimited

Stansted

Essex CM241RY

(Date)

Dear...

In reply to the advertisement (state where it appeared) \_\_\_\_\_, I would like to apply for the (state what you are applying for) \_\_\_\_\_.

As you will see from the enclosed CV, although I am relatively \_\_\_\_\_. I have successfully (state what you have done) \_\_\_\_\_.

I therefore feel I (state what you can offer the firm) \_\_\_\_\_. I believe I am hard-working and reliable and would very much like to gain greater work experience. I \_\_\_\_\_ the interview whenever \_\_\_\_\_ and \_\_\_\_\_ near future.

\_\_\_\_\_  
Mary Roe

## 6. *READING* Hotel Receptionist

Cindy Taylor wants to apply for the advertised post of hotel receptionist. Put the extracts from her application letter in the correct order.

### Hotel Receptionists

Excellent entry level vacancy for outgoing personality at this three-star hotel. The person appointed will be the first point of contact for visitors, clients and suppliers. Good phone and computer skills are a must. In this full-time position you will be part of a friendly and dynamic team, responsible for handling all front desk operations.

Reply to Mrs. Willis, Manager, The Manor Park hotel, Stony Stratford, Buckinghamshire

- A. *I have a very pleasant, outgoing personality and am used to dealing with people of all ages and levels.*
- B. *I look forward to hearing from you*
- C. *I would like to apply for the position of hotel receptionist, as advertised in the Hotel & Catering Reporter on 12 May.*
- D. *Re: Hotel receptionist vacancy*
- E. *C Taylor (Miss)*
- F. *Dear Mrs Willis*
- G. *Enc. CV*
- H. *I am twenty-four years old and am about to finish a course in hotel administration. Earlier this year I worked for three months as a trainee in a small family-run hotel. Your vacancy is of particular interest to me as my duties involved taking phone calls, making bookings and providing guests with a warm welcome, which I feel is important for this kind of post.*
- I. *I enclose a copy of my current CV for your information. Please contact me should you require any further details.*
- J. *Yours sincerely*

## **7. WRITING**

**Write the covering letter to accompany with your curriculum vitae. Work with a partner and compare your letters. Which creates the better impression and why?**

## **8. GRAMMAR FOCUS Conditional Sentences**

### **A. Look at the sentences**

#### **I. Real future**

*E.g. If I am employed, I'll work hard.*

#### **II. Hypothetical future**

*E.g. If I were employed, I would work hard.*

#### **III. Lost possibility**

*E.g. If I had been employed, I would have worked hard.*

### **B. Complete the sentences with your own ideas.**

#### **I. It will happen**

- If I get up early tomorrow, I'll...
- If the alarm clock doesn't ring, ...
- If I am offered this job, ...
- If I work hard, ...
- If I go abroad, ...
- If I am fired,...

#### **II. It would/could/might probably happen**

- If I were laid off, I would...
- If I found a job in another country, ...
- If I started my own business, ...
- If I were you, ...
- Should I fail the exams, ...
- In case you offered me a chance for promotion, ...



### **III. It didn't happen**

- If I had entered another university, I would have ...
- If there had been fewer applicants for the vacancy, ...
- Had I been interviewed, ...
- Unless I had read this job ad, ...
- If I had applied to a reputable employer, ...
- If I had e-mailed my resume, ...

## **PART D INTERVIEWS**

### **1. SPEAK OUT**

**Number each item in order of importance for good interview technique.**

  speak clearly

  smile

  listen

  prepare questions

  be confident

  be relaxed

### **2. LISTENING Interview**

#### **A. Listen to the interview and answer the questions**

1. Where was Michel born?
2. What qualifications does he have?
3. Where does he work now?
4. Why does he want to leave?
5. How many more candidates is the interviewer seeing tomorrow?
6. What is the interviewer going to do?

#### **B. Listen again and complete the sentences**

I've \_\_\_\_\_ in Lyon all my life.

I'd \_\_\_\_\_ to learn some new menus.

I'm enthusiastic \_\_\_\_\_ and a good team member.

I think I have the right skills and \_\_\_\_\_ for the job.

I'm \_\_\_\_\_ three more candidates tomorrow.

I'm \_\_\_\_\_ a shortlist.

We \_\_\_\_\_ phone you to arrange a second interview.

### **3. LISTENING Jammie Oliver**

**A. Read the sentences. Listen to the interview with Jamie Oliver and put his responses in the correct order.**

I was head pastry chef in a top London restaurant.

After that, I went to France and worked in various kitchens.

I was born in Essex in May 1975.

Definitely. I'm going to be the head chef.

I've made three TV series so far.

When I was sixteen I left school and went to Westminster Catering College.

After that, I worked at the River Cafe for three and a half years.

It'll be about my restaurant which opened in October 2002.

I've written four books and Hollywood is going to make a film about me!

My dad runs a pub and as a child I helped in the kitchens.

### **4. GRAMMAR FOCUS Talking About The Future**

**A. Look at these examples.**

*I'm seeing three more candidates tomorrow.* (arrangement)

*I'm going to make a shortlist.* (intention)

*I will phone you on Thursday.* (decision at time of speaking)

*A number of applicants will be disappointed.* (prediction)

**B. Answer these questions about your future using the above forms.**

1. When are you taking your exams?

2. When are you leaving college?
3. What are you going to do after college?
4. How will you find a job?
5. Where will you live?
6. Are you going to travel to other countries?

**C. Complete the letter with the verbs in brackets in the correct future form: Present Simple, *ing*, *going to*, or *will*. Use short forms if appropriate.**

Dear Markus

How are you?

I **finish** (finish) college next month.

First, I \_\_\_\_\_ (have) a holiday, then I \_\_\_\_\_ (look for) a job. My sister and I \_\_\_\_\_ (visit) our grandparents in Italy. We \_\_\_\_\_ (return) on 31 August and I \_\_\_\_\_ (have to) find a job. I \_\_\_\_\_ (go) to our local employment office and I \_\_\_\_\_ (check) all the internet job sites. I hope I \_\_\_\_\_ (find) something in one of the big hotels. After I find a job, I \_\_\_\_\_ (look for) an apartment near my work.

What \_\_\_\_\_ you \_\_\_\_\_ (do) in September? \_\_\_\_\_ you \_\_\_\_\_ (come) to France? I \_\_\_\_\_ (send) you my new address and you can visit me.

Best wishes

Toni

**5. LISTENING Una, Ahmed, Pedro**

**A. Listen to the interview and complete the sentences below.**

- (a) I became \_\_\_\_\_ in hotel work because my mother is in the hotel \_\_\_\_\_.
- (b) I \_\_\_\_\_ French and German.
- (c) After I \_\_\_\_\_ school, I went to a Hotel College, and did a Hotel Reception \_\_\_\_\_.
- (d) My first \_\_\_\_\_ was \_\_\_\_\_ trainee Receptionist in the Ibex Hotel in Brighton.

(e) Before I got my \_\_\_\_\_ Job as Senior Receptionist, I \_\_\_\_\_ two years at the Paris Grand Ibex Hotel.

**B. Listen to interviews, write notes about them in the table below. Put in dates and times when they are given.**

	<b>Una</b>	<b>Ahmed</b>	<b>Pedro</b>
Why did they choose to do hotel work?			
What courses have they taken in hotel work (if any)?			
What certificates or diplomas have they got (if any)?			
What hotel jobs have they done?			
How long have they been with Ibex?			
What foreign languages do they speak?			
What is their ambition?			

## **6. LISTENING Ahmed, Rogers**

**A. Listen to the interview when Ahmed is interviewed for the job at the Inn on the Lake.**

(a) Fill in these questions that are asked at the interview.

1. Why do you want to \_\_\_\_\_ ?

2. What experience have you had of \_\_\_\_\_?
3. What would you say are the main things \_\_\_\_\_?
4. Is there anything else \_\_\_\_\_?
5. What kind of accommodation \_\_\_\_\_?

(b) What does Ahmed consider to be the most important things in an Assistant Manager's job?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

(c) What type of accommodation is offered

1. \_\_\_\_\_
2. \_\_\_\_\_

(d) What kind of accommodation does Ahmed want? \_\_\_\_\_

(e) What is the starting salary? \_\_\_\_\_

**B. Act out the interview between Ahmed and the Hotel Manager, using the questions and answers above to guide you.**

## **7. *READING* Biographical Information**

**Read the biographical information below about Kristina Spirios. Then write out a CV for her.**

Kristina Spirios was born in Nicosia, Cyprus, in 1963, and has dual Cypriot/British nationality. When she was eleven, her family moved to Manchester, where she attended Canal Street Comprehensive School, obtaining her General Certificate of Education, with 'ordinary' grades in English, Mathematics and French. She always spoke Greek at home.

After leaving school in 1979 she worked for two years on a farm. From 1981-83 she worked as a general assistant in the Lea Park Hotel, Manchester (most departments, including the hotel gardens). Towards the end of 1983 she joined the Ibex

Hotel, Liverpool, as trainee housekeeper, becoming a Floor Housekeeper there in 1984. In 1986 she moved to Amsterdam to become Deputy Housekeeper at the IbeX Hotel there. The IbeX chain has agreed to sponsor her for further training in Britain next year, where she will study for her Diploma in Hotel and Catering Administration.

## **8. SPEAKING**

**A. Work with a partner, take turns to interview each other. Ask your partner questions about his or her past, hopes and plans for the future**

**B. Work with a partner. Your partner (Student B (Part 1) Student A (Part 2)) is interviewing you for the job. Read your biography and think about why you want this position and what qualities you will bring to it.**

### **Part 1**

#### ***Student A***

##### **Manager, Front of house, Bristol Hotel, Tinnis**

Name           Johan/Johanna Durst

Age             25

Qualifications One-year Hotel Studies certificate

Experience     Two years as junior receptionist, Hotel Aurora, Manchester Three years as receptionist, Grand Hotel, Nice

Three years as assistant front of house manager, Scala Hotel, Hanover

Languages     English, French, German

Example       *My name's Johan/Johanna Durst and I'm 25 years old.*

#### ***Student B***

Interview your partner for this job. Discuss age, qualifications, and experience. Ask why they are applying for the position and what qualities they will bring to it.

##### **Manager, Front of house, Bristol Hotel, Tinnis**

Example       *Tell me something about yourself.*

## **Part 2**

### ***Student B***

#### **Head waiter, Le Tomate, Lubenham**

Name Pascal/Pascale Blanc

Age 24

Qualifications One-year Restaurant Studies certificate

Experience Two years as junior waiter, NATO Staff restaurant, Brussels  
Three years as waiter, Four Seasons Hotel, Cambridge, UK  
Two years as senior waiter, Normandy Restaurant, Hong Kong

Example *My name's Pascal/Pascale Blanc and I'm 24 years old.*

### ***Student A***

Interview your partner for this job. Discuss age, qualifications, and experience. Ask why they are applying for the position and what qualities they will bring to it.

Head waiter, Le Tomate, Lubenham

Example *Tell me something about yourself.*

## **9. WORD POWER**

### **A. Use each word once to complete job interview**

Stayed	leave	spend	hotel chain
taught	study	useful	<b><i>old</i></b>
Moved	staff	all over	improve
Course	push	found	skills
Taking	dealing	joining	opportunities

Interviewer: So, Carmen, would you like to tell me something about yourself?

Carmen: Yes, of course. I'm 22 years old. I was born in Pamplona and \_\_\_\_\_ to Madrid four years ago to do a \_\_\_\_\_ at the tourism college.

Interviewer: What course did you take?

Carmen: I took a two year course in tourism and hotel management and got my reception managers diploma.

Interviewer: Did you \_\_\_\_\_ English on the course?

Carmen: Oh, yes. We had four lessons a week with our English teacher. She \_\_\_\_\_ us a lot of \_\_\_\_\_ language for \_\_\_\_\_ reservations on the phone and \_\_\_\_\_ with guests at reception, as well as emails.

Interviewer: So, what did you do after college?

Carmen: My first job was in a small family-run hotel in Pamplona.

Interviewer: I see you only \_\_\_\_\_ there six months. Why did you \_\_\_\_\_?

Carmen: Well, to be honest, I felt I wasn't using my \_\_\_\_\_. I felt I needed to give my career a \_\_\_\_\_ or I wouldn't get much experience in large hotels.

Interviewer: So you \_\_\_\_\_ a job at the Ramada here in Barcelona.

Carmen: Yes, I thought that by \_\_\_\_\_ a big \_\_\_\_\_ like Ramada there would be a lot more \_\_\_\_\_ for me in terms of work and travel.

Interviewer: Well, you're right. We do have opportunities for bright young \_\_\_\_\_ in our sister hotels \_\_\_\_\_ the world. Where are you hoping to travel?

Carmen: First, I would like to \_\_\_\_\_ at least two years in the UK to \_\_\_\_\_ my English, and after that maybe South America.

## **10. SPEAKING**



During a job interview you should make a good impression. You know how to present your positive personal qualities or professional skills. However, you might be asked about your negative traits. What could you reply? If you said, for example, that you were disorganized or lazy, would you rely on being recruited? What should you do to describe your weaknesses, so that they could be considered your strengths?

**Look at the list of strengths and weaknesses and see whether you can continue it.**

STRENGTH	WEAKNESSES
I have a real appetite for hard work	I don't relax enough
I can make quick decisions	I can't concentrate when things are in a mess
I am able to work under pressure	I rely too much on other people's opinion,
I can keep deadlines	particularly my colleagues and subordinates
I am a good team member (player)	I am often dissatisfied with what and how I
I get along with my colleagues, superiors and inferiors	have done something
I am ambitious	I don't like to play second fiddle
I can deal with various kinds of people	I sometimes put making important decisions
	on the back burner, because they need to be
	discussed

## 11. *SPEAKING* Interview

**You are going to apply for a job with Royal Mediterranean International. Give your covering note and CV to your partner who is going to interview you.**

*Before the interview*

- read the advertisement again very carefully
- think about why you want the job and why you would be good at it
- make a list of your strengths and abilities
- make a list of questions the interviewer might ask you. How will you answer them?
- make a list of questions to ask the interviewer

### *During the interview*

- shake the interviewer's hand and introduce yourself  
Pleased to meet you, I'm...
- say why you would be good for the job  
I think I'd be good for the job because I have experience in...
- be friendly and confident
- give positive answers and be enthusiastic  
I really enjoy working with people.
- ask questions, show interest and take notes  
What hours would I work?  
Would there be any training opportunities?

## **12. SPEAKING**

**A. Student A turn to Exercise 11. Student B you work for Global Tours and have advertised the following vacancy. Look at the information below and prepare to interview candidates for the job.**

### ***Do you want to work for a Major player in the travel industry?***

Global Tours is currently seeking to recruit a number of recently qualified and/or experienced travel professionals to work in variety of locations. Vacancies in reservations, sales, hotels and catering and holiday villages.

Candidates should speak English and possess excellent interpersonal skills. Motivating salary for the right people.

### ***Information on Global Tours***

Following its acquisition of Worldwide Destinations plc GT has become the market leader in long-haul travel. It owns the five largest travel agency chains and enjoys guaranteed racking. With a turnover of more than 75m, it employs 15000 people worldwide and caters for an average of 500000 holidaymakers every year.

### **Student B**

Interviewing procedure

- read the candidate's CV and cover letter before the interview
- welcome the candidate and put him / her at ease
- start with some small talk about a subject of interest to you both
- give the candidate some brief information about Global Tours
- ask the candidate questions about recent experience and qualifications
- find out about the candidate's strengths / weaknesses / motivations
- allow opportunities for the candidate to ask you questions
- thank the candidate and say when you will contact him / her

**Here are some typical interview questions.**

- Can you tell me about yourself?
- What are your strong / weak points?
- Why do you want to work in the travel industry?
- Do you have any previous work experience?
- What do you see yourself doing five years from now?
- What kind of salary are you looking for?
- When would you be willing to start?

**Student A**

**You have applied for one of the jobs on page 35 and been asked to attend an interview. Submit your CV and cover letter. Use the following advice to help you prepare for your interview.**

***During the interview***

- sit comfortably; do not lean forward, or back or cross your knees
- be positive
- pause before you reply to show that you are thinking clearly about the question
- distinguish between questions that need short answers and longer responses
- ask questions about the company and the requirements of the job
- find examples from your experience to back up your answers

### *Possible questions*

- What kind of company is Global Tours?
- How many people does it employ?
- What kind of work is available?
- What are the promotion prospects?
- What is the starting salary?
- What benefits are there?

## **APPENDIX I**

### ***JOB ADS ANALYSIS (SIMILARITIES AND DIFFERENCES)***

#### **I. INTRODUCTION.** (A thesis or the objective)

Among the variety of job advertisements a **job hunter** has to choose the one that can best match his or her requirements. There are 2 job ads I have to **consider**. The first job ad **offers a vacant position** of Conference Event Coordinator in a dynamic events management organization. The second one **seeks** Night Auditor for a well-established international five-star hotel.

#### **II. MAIN BODY.**

##### **1. SIMILARITIES.**

**First of all, as for** the structure **both** job ads are **similar** because they **include (contain, comprise, consist of, are composed of)** four essential parts: 1) responsibilities on the job; 2) qualification and professional skills needed; 3) personal qualities of an applicant; 4) advantages the job offers. Both companies **deal with** the tourist industry and **look for** servicing staff. The first job ad **describes** not only an **opening** in details, but also **gives information** of the company's activities: "providing solutions for conferences and exhibitions". **Like (similar to)** the first job ad, the second one **suggests** the description of a vacancy as well as the type of the hotel department as "a busy hotel front office".

## 2. DIFFERENCES.

**Although** being similar, these job ads **vary widely** in the content (**in the way** they **tend** to **draw** the potential **job seekers' attention** to the **vacancy**).

**To begin with**, the first job ad **mentions** such duties as “organizing special events”, **while** the second one **indicates** “reporting to the Front Office Manager, supervising staff, handling guest queries and complaints, maximizing room occupancy and producing the daily business figures”.

**Besides (In addition to it)**, **unlike** the first job ad that **gives importance to** “excellent customer service and management skills and being prepared to work under pressure”, the second one **is vague about** professional skills **referring to** “being skilled at supervising staff, handling guest queries and complaints”, etc.

**Moreover (Furthermore)**, **in contrast to** the first job ad that **points out** the only personal quality as being “hardworking”, the second one **requires** “well-presented and patient with a friendly, helpful personality”.

**Finally**, “excellent salary package and company car” are **specified** in the first job ad, **whereas** “unlimited potential” that would “suit someone looking at his/her career” are **emphasized in** the second one.

## III. CONCLUSION. (A summarizing sentence)

**All in all/All things considered/To sum up**, the more **attention is given to** the advantages that a job offers, the more job seekers would apply for this open position. The more candidates apply, the better ones could be selected (If employers (headhunters) want to find a smart employee, they should **pay more attention to** duties (education/personal qualities)/For a job ad to be successful it should **rely more on** salary and benefits).

# **APPENDIX II**

## ***CURRICULUM VITA (CV)***

# TAPESCRIPTS

## UNIT 1 RECRUITMENT

### PART A JOB ADS

#### 4. Do You Like Working with People

**F: Frank; L: Louisa**

- Frank            Louisa. Can you tell the viewers at home how you got your present job?
- Louisa            Well, it was an accident really. I went to Spain two years ago and when I booked my holiday I got this travel magazine with my tickets and stuff and I saw an advert for a job in there. It said things like “Have you traveled a lot?” and “Do you like working with people?” and so on. And I just thought “Yes. That is me!” and applied.
- Frank            That is great. And what does a typical day involve?
- Louisa            If I work upstairs then I am on the phone most of the time – answering questions, taking new calls, dealing with existing clients who may have queries. If I work downstairs then I deal with people who have made an appointment to see me or perhaps come in off the street because they have seen a notice in the window and they want to make an enquiry.
- Frank            What sort of questions do people ask?
- Louisa            That depends. A customer may come in with a very specific question and ask something like “Could you book me a flight for Helsinki on 5 November?” or “How much is the cheapest flight to San Francisco?” or “What is the weather like in Egypt in winter?” Other people may have been saving their money for years for a round the world trip and they want you to help them plan their whole holiday, so I have to ask questions such as “How long do you want to go away for?” or “How much money do you want to spend?” and things like that.
- Frank            I imagine that at a party or something that if people find out what you do they must ask you lots of questions.
- Louisa            Yes, they do. They ask me whether I travel for free or what countries I go to on holiday. They think it is a great life.
- Frank            And what countries have you been to lately?
- Louisa            Well, this year I have been quite lucky. I won a cruise for two to Malaysia and I have been to Boston for a week with work and I am going to Rio next month.
- Int                Very nice. It does sound like a good life.

## **PART D INTERVIEWS**

### **2. Interview**

#### **P:Personnel; M: Michel**

Personnel: So, Michel, tell me something about yourself.

Michel: Well, I'm 21 years old and I was born in Lyon. I've lived in Lyon all my life. I got my chef's certificate eighteen months ago and since then I've worked at the Mercure Hotel.

Personnel: Why do you want to leave?

Michel: Well, I really like working there but I'd like to learn some new menus and work with a new head chef.

Personnel: And what do you know about our company?

Michel: You're part of one of the biggest hotel chains in the world with some of the top chefs.

Personnel: Why do you want to work for us?

Michel: I've spent all my life in Lyon and I'd like to see more of the world. I think I'd learn a lot and it would be good for my career.

Personnel: What could you offer us if we gave you a job?

Michel: Well, I'm enthusiastic, hard-working, and a good team worker. I learn quickly, and I think I have the right skills and experience for the job ...

Personnel: Right. Well, I'm seeing three more candidates tomorrow, Michel. Then I'm going to make a shortlist to discuss with chef. If you're shortlisted, we'll phone you to arrange a second interview ...

### **3. Jamie Oliver**

#### **I:Interviewer; J: Jamie**

Interviewer: So Jamie, tell us a little bit about yourself.

Jamie : Well, I was born in Essex in May 1975. My dad runs a pub and as a child I helped in the kitchens. I just loved cooking.

Interviewer: Were you a good student at school?

Jamie: No, not really. But I knew I wanted to be a chef. When I was sixteen, I left school and went to Westminster Catering College. After that, I went to France and worked in various kitchens.

Interviewer: What was your first really good job?

Jamie: I was head pastry chef in a top London restaurant. I learnt a lot there. The head chef taught me how to make the best past and focaccia bread. After that, I worked at the River Café for three and a half years.



Interviewer How many television series have you made?  
Jamie I have made three TV series so far but I will probably make another.  
Interviewer: And how many books have you written?  
Jamie: I have written four books and Hollywood is going to make a film about me! It will be about my restaurant which opened in October 2002.  
Interviewer: Are you going to work in the restaurant too?  
Jamie: Definitely, I am going to be the head chef.

## 5. Una, Ahmed, Pedro

### I: Interviewer U: UNA

I Can you tell me how you came to choose hotel work?  
U Well, I became interested in hotel work because my mother is in the hotel industry. She is a housekeeper with one of the big London hotels. Then at school I was good at languages. I speak French and German. So hotel reception seemed like a good career.  
I And did you go through training as a hotel receptionist?  
U Yes. After I left school I went to a Hotel College and did a Hotel Reception course. The hotel Reception Certificate is useful, career-wise.  
I And where did you start work?  
U My first job as trainee receptionist in the Ibex hotel in Brighton, from 1981 to 1983.  
I I see, and then you get your present job?  
U No. Before I got my present job as Senior Receptionist I spent two years at the Paris Grand Ibex Hotel. I did various Front office jobs there, so it was useful experience. Then I got my present job with Birmingham Ibex.  
I So you've been six years with Ibex now...  
U Just over six years.  
I And what about the future? How do you see your career developing?  
U I don't know.... Obviously I'd be hoping for a higher managerial post, perhaps Assistant Manager, not necessarily with Ibex ... but we'll have to wait and see.

### I: Interviewer A: Ahmed

I You've been in the hotel industry quite a long time, haven't you Ahmed  
A Yes, ten years now. But only three years with Ibex.  
I Where did you work before that?  
A In Alexandria. I started as a busboy in a hotel in Alexandria ... right at the

bottom, you could say. But I'd always wanted to do hotel work ... I'd always liked meeting people — and as you know the tradition of hospitality to guests is very important in Egypt ...

I Yes, indeed...

A So I went to a technical school in Alexandria and got my Hotel Diploma and got that job as a busboy... that was in 1977. I must have done well, for they promoted me to Junior Receptionist the same year!

I That was quick promotion.

A Then I got a job as Receptionist in the Pyramid Hotel, Cairo. I was there for four years. It was there I met my wife — she's English...

I Oh — no wonder your English is so good!

A Thanks. Anyway, the Cairo Ibex took me on then ... I suppose being able to speak English and French counted in my favour. That was as trainee Assistant Manager. Then we got the chance to move to Britain, and I continued my training here at the Ibex in Glasgow.

I And how do you see the future now?

A Oh, I'd definitely like to go back to Egypt and have my own hotel ... a first-class international hotel, along the coast from Alexandria.

**I: Interviewer P: Pedro**

I Pedro, you've just started in the hotel industry, I think?

P Not quite true, actually. I've been in hotels all my life! You see my father owns a small hotel in Madrid ...

I Oh, I see. But you've just started with Ibex?

P That's right — I've been there less than a year. And now I'm going through my training with them

I But you obviously know the industry very well.

P Well, of course, I worked for my father, doing most hotel jobs. But I still need to go through the training. That's why I'm in Britain now, to spend six months doing various front-of-house jobs.

I I must say, your English is very good.

P English, French, Portuguese — and Spanish of course. That was one reason Ibex took me on.

I You didn't actually go to Hotel School in Spain, then?

P In my case, no. I worked in my father's hotel for two years after I left secondary school. Then I joined Ibex. But next year I'll start day-release courses in Madrid as part of my

training.

I And what do you see yourself doing in the future? What's your ambition?

P My ambition? Oh, to own the largest chain of hotels in the world! What else!

## **6. Ahmed, Rogers**

**R: Rogers A: Ahmed**

R Good morning, Mr Hussein. Please sit down.

A Thank you.

R Now, I see from your curriculum vitae that most of your career has been spent with the Ibex chain. Why do you want to work in a smaller, independent hotel, like this?

A I feel that with a smaller hotel there would be more face-to-face contact with people. Also, I think the work would be more varied and there would be more scope for developing new ideas.

R I see. Now, our restaurant and banqueting is very important. What experience have you had in that line?

A Well, the Ibex in Newcastle deals with more banquets and large-scale functions than any other hotel in the North of England. A lot of my work has involved supervising that side of things.

R I'm glad to see you speak some French as we have quite a few guests from France. Vous n'avez jamais habite en France?

A Non, mais il y a beaucoup de frangais qui viennent en Egypte, vous savez.

R Good ... that sounds all right. Now tell me what would you say are the main things for an Assistant Manager of a hotel to keep in mind?

A I would say that attention to detail is very important ... making sure that every customer is treated politely and goes away satisfied. But looking after the staff well, getting on with them, seeing that they are happy too.

R Quite. Quite. And in our hotel we have staff from several different nationalities, which sometimes makes things a bit tricky. Now, is there anything you would like to ask about the job?

A What kind of accommodation do you offer?

R Ah yes. There's a house about a mile from the hotel. It's been recently modernized. Or

there's a suite of rooms actually on the premises. But I expect as you're married...

A Yes, it sounds as if the house would be more suitable. And then there's the question of salary.

R Yes, of course. Well, we are offering a starting salary of £9,500 a year – plus accommodation that is, and meals during duty hours. But if we get on well we could reconsider that figure after a suitable period.

A I see.

R Well now, I expect you'd like to have a look around. Oh yes, one thing, when could you start?

A Well, my present job requires two month's notice. So I could start any time after the end of April this year.

## ANSWER KEY

## Unit 1 Recruitment

### Part A Job ads

#### 1. C.

sell holidays and other travel products

organizing special events

excellent customer service and management skills

Good telephone, IT and numeracy skills

1

responsibilities of the job

3

qualifications and professional skills

supervising staff, handling guest queries and complaints

dealing with emergencies and making decisions on your own

skilled at supervising staff, handling guest queries and complaints

possess excellent communication skills, and be good at dealing with emergencies and making decisions on your own

Caring, outgoing personality

hardworking

excellent salary package

-----  
-

2

personal qualities  
needed for the job

4

advantages the  
job offers

patient with a  
friendly, helpful  
personality

enthusiastic,  
energetic

unlimited poten-  
tial that will suit  
someone look-  
ing at his/her  
career

the opportu-  
nity to earn  
commission  
from selling  
excursions to  
boost your  
basic salary

**10.**

1 – B; 2 – A,B; 3 – D; 4- D; 5 – A,C; 6 – A,C

11. 2 – book; 3 – produce; 4 – possess; 5 – design; 6 – supervise

12. 2 – Computer/IT skills; 3 – unskilled; 4 – skilled; 5 – telephone skills; 6 – highly skilled

14. 1 – saw a job ad in a travel magazine when she booked a holiday;

2 - answer questions on the phone from new and existing clients;

3 - deals with people who have made appointments or come off the street who have queries;

4 - people ask to book a flight, about the weather in Egypt, the cheapest flight;

5 – how long they want to be away, how much money they want to spend;

6 - whether she travels for free, or what countries she goes to on holiday;

7 – Malaysia, is going to Rio.

**15. Housekeeping:**

Qualities – smart, intelligent, hardworking, interested in looking after guests and making their stay enjoyable

Duties – changing beds, towels, ensuring everything is clean and tidy, keeping public area clean, tidy and pleasant, arranging flowers, displays of materials, publications, ensuring stocks are up-to-date, vacuuming, polishing and tidying other areas, checking everything is in place

Experience and training – no previous experience needed, on the job training with extra in-house training

**Maintenance:**

Qualities – love for horticulture and working out of doors for gardening and willingness to work shifts for all

Duties – looking after lighting and heating, plumbing carpentry, gardening, looking after golf-courses, driving courtesy cars and staff buses; supervising cloak rooms, controlling car and coach parks, keeping amenities clean

Experience and training – no experience needed, training on the job

**16.**

	reservations agent	events manager	front office manager	operations manager
IT skills	+	+		+
people skills	+		+	+
leadership skills			+	+
financial skills				+
writing skills		+		
supervisory skills			+	+

**17.**

1 – well presented; 2 – travel background; 3 – knowledge of an airline CRS; 4 – leading by example; 5 – to handle the occasional emergency; 6 – sense of humor

18. 1b; 2f; 3h; 4g; 5c; 6e; 7a; 8d

**Part B Resume writing**

1. A – Personal details

B - Education and qualification

C - Work experience

2. 1d; 2f; 3h; 4a; 5e; 6g; 7b; 8c

3. 1 – qualifications; 2 – experience; 3 – graduate; 4 – trainee; 5 – enthusiastic

9. 1h; 2g; 3a; 4f; 5c; 6b; 7e; 8d

10. a6; 4b; 5c; 3d; 2e; 1f; 8g; 7h + dynamic = full of power and activity; energetic – full of life and action

**Part C Application letter**

**2.**

1. on the left-hand side of the page

2. 'Yours sincerely'

3. in the top right-hand corner

4. put 'Dear Vikki West'

5. ring the company and find out R. Simpson's full name and whether this person is a man or a woman

6. 'Dear Sir/Madam,' 'Yours faithfully'

3. 1. *apply* 2. *advertised* 3. *interested* 4. *get* 5. *experience* 6. *suitable* 7. *past*

8. *Coordinator* 9. *chain* 10. *had* 11. *delegates* 12. *House* 13. *command* 14. *available*

4. because of the unsuitable style; the first – informal , the second –old-fashioned (archaic and pompous)

5. Mr. Mayer

...which appeared in the ("Times" of November 24,)

...position of (Resort Tour Guide)

... inexperienced..., completed a course in (tour guiding) at London University and have often escorted visitors around the local area.

... can offer "Travel Unlimited" my confidence, enthusiasm and excellent communication skills.

... am available for an ... possible, look forward to hearing from you in the...

Yours sincerely

6. 1F; 2D; 3C; 4H; 5A; 6I; 7B; 8J; 9E; 10G.

## Part D Interviews

2. A. 1. in Lyon 2. a chef's certificate 3. the Mercure Hotel 4. wants to learn new menus and work with a new head chef 5. three 6. make a shortlist

2. B. 1. lived 2. like 3. hard working 4. experience 5. seeing 6. going to make 7. 'll

4. am going to have, am going to look for, am visiting, return, am going to have, 'll go, 'll check, 'll find, am going to look for, are doing, Are coming, 'll send

6. 5, 4, 1, 10, 7, 3, 6, 9, 8, 2

9. moved; course; study; taught; useful; taking; dealing; stayed; leave; skills; push; found; joining; hotel chain; opportunities; staff; all over; spend; improve

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