

Teaching Business English and ESP: Hotel and Tourism English

Hotel job descriptions

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Teacher's notes

Aim

To practise language associated with tasks and duties for typical hotel jobs.

Level

Intermediate

Pre-lesson

This activity is appropriate for any staff to review lexis used in talking or writing about hotel work.

Procedure

- Have the students brainstorm about typical jobs in their hotel. They can web the jobs in their departments or make a list.
- Distribute worksheets. The students can work in pairs or groups to complete the worksheets.
- After they finish exercises 1-3, stop and check the answers by pairs or groups exchanging their worksheets. Then display answers on an OHT, flipchart or whiteboard.
- For exercises 4-6 have students do one section at a time. Then discuss the answers to each exercise to check students' understanding of the verb + preposition and then verb + preposition + word form combinations.

Key

Exercise 1

- a bellman
- b room service order taker
- c receptionist
- d concierge
- e kitchen helper

Exercise 2

- a with
- b of
- c for
- d of
- e no preposition necessary

Exercise 5

- 1 checking
- 2 taking
- 3 complaints

4 enquiries

Exercise 6

- a noun or gerund
- b noun

Tips

From exercise 1 students can write 3-4 other job positions and their duties. In groups they can play out a 'Who am I' practice where they say the description and the other students can guess the name of the job.

- Based on exercise 5 participants write up job adverts for positions in their hotel. You can give each student a job name on a card. Or they can take the job position from their pairs or group. They present the advert on an OHT, flipchart or whiteboard for the whole class.

Hotel Job Responsibilities

Use this practice to check your language to describe typical job duties.

1 Match the job responsibilities to the job titles.

concierge kitchen helper room service order taker bellman receptionist

a I take care of luggage for the guests. I am also in charge of parking cars and helping with general requests from the guests.

b The guests ring me, so I'm responsible for writing down what they want to eat and drink. Then the waiter takes it to their room.

c I handle guest check-in and check-out. I also take reservations for the guest's next visit. _____

d I deal with all VIP guest services. I have information for guests such as sightseeing, restaurants and concerts. _____

e My duty is to prepare the fresh meats, vegetables and fruits for cooking. _____

2 Circle the prepositions that can combine with the job activity verbs.

a deal *for / with / at*

b in charge *with / in / of*

c responsible *of / for / at*

d take care *in / of / from*

e handle *for / with / no preposition necessary*

3 Underline the phrases from above in exercise 1.

4 Write three example sentences using the phrases from exercise 2 to talk about your job duties.

5. Circle the correct word form to complete the job advert.

HOTEL APOLLO

Looking for a front desk clerk for the day shift. Must be good with people and paying attention to details.

You will

- * deal with all guest service.
- * be in charge of ¹ *to check / checking* guests in and out.
- * be responsible for ² *taking / to take* guest calls and reservations.
- * take care of ³ *complaints / to complain* and problems.
- * handle any guest ⁴ *to enquire / enquiries*.

Attractive salary and benefits.

Call Mr Jones at 333 4689 for an interview.

6 From your answers in exercise 5 finish these ideas about the grammar form combinations.

a in charge of
responsible for + _____ or _____
take care of

b handle
deal with + _____