



[Oxford English For Careers Tourism 3 Student's Book Download](#)

## Listening

### Three jobs



1 Kelly      2 John      3 Suzanna

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

- 2 Listen again and complete the extracts.

#### Extract 1

I \_\_\_\_\_<sup>1</sup> arrivals, hand out \_\_\_\_\_<sup>2</sup>, process enquiries and \_\_\_\_\_<sup>3</sup>, that kind of thing. I work \_\_\_\_\_<sup>4</sup>, which can be a drag. I \_\_\_\_\_<sup>5</sup> start at six in the morning, which is OK because I get off nice and early, but then \_\_\_\_\_<sup>6</sup> I do the late turn and I don't finish till after midnight – this week I \_\_\_\_\_<sup>7</sup> the late shift.

#### Extract 2

I \_\_\_\_\_<sup>8</sup> directly with the public at the desk. On a typical day, I'm on the phone and the \_\_\_\_\_<sup>9</sup> most of the time. I \_\_\_\_\_<sup>10</sup> the day by checking my \_\_\_\_\_<sup>11</sup>, and that \_\_\_\_\_<sup>12</sup> the agenda for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that \_\_\_\_\_<sup>13</sup> the service they want, that we're stocking their brochures and so on. I also \_\_\_\_\_<sup>14</sup> presentations, and I get invited to a lot of social events to network and talk about tourist information services in the city. I \_\_\_\_\_<sup>15</sup> on a big presentation for some Italian clients at the moment.

#### Extract 3

We work very \_\_\_\_\_<sup>16</sup>, especially on changeover days. We take the \_\_\_\_\_<sup>17</sup> who are going home to the airport at six in the morning, and bring back the new group. We then have to get them settled, sort out any \_\_\_\_\_<sup>18</sup> – and there always are problems! – and do the paperwork. So I \_\_\_\_\_<sup>19</sup> until midnight on changeover day.

## Language spot

### Describing job routines

#### EXAMPLE

*Kelly: 'I usually start at six in the morning ... but this week I'm doing the late shift.'*

- Which of the verbs describes a habitual action and which describes a temporary activity or arrangement?
- Underline other examples of the tenses in Listening 2.
- Complete these sentences with the correct form of the verb in brackets.

1 I usually \_\_\_\_\_ (finish) at five, but today I \_\_\_\_\_ (work) until eight.

2 We \_\_\_\_\_ (not have) many guests outside the summer season, but a big conference \_\_\_\_\_ (take place) this weekend, so we're very busy.

3 Some of the rooms \_\_\_\_\_ (not have) private bathrooms. Which room \_\_\_\_\_ (stay) in, madam?

4 I \_\_\_\_\_ (wait) for a call from the manager. She \_\_\_\_\_ (want) me to show some important clients our deluxe suites. They \_\_\_\_\_ (think) of holding a business meeting there.

5 I \_\_\_\_\_ (work) with computers a lot in fact, I \_\_\_\_\_ (do) a special training course at the moment. I \_\_\_\_\_ (go) to college every Tuesday evening.

» Go to Grammar reference p. 119



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