

Tourism and leisure

Hotel	Guests	Room service
Leisure industry	Events	Lift/ elevator
Tourist	Exchange	Restaurant
Hospitality	Holidays	

Jobs

Travel Agent	Housekeeper	Doorman/ porter
Concierge/ receptionist	Chambermaid	Front office manager
Cooker	Baker	

Advantage

Good way to explore de world	It's creative	Specific training
Flexibility and variety	Don't need experience to start	It's dynamic
		Fast-growing industry

Conversation

- Rose Hotel, Good morning Liam speaking. How can I help you?
- I'm interested in booking a room for the March long weekend.
- I'm afraid we are fully booked that weekend.
- Oh, I didn't realize.
- I'm sorry. Do you want me to check other dates?
- Yes, what about the weekend after that?
- You mean Friday, the 8th?
- Yes, Friday and Saturday.
- Very good, we still have got some available rooms. How many adults will be in the room?
- A double room for three. What kind of breakfast do you offer?

- We serve a continental breakfast.
- Is there a restaurant in the hotel?
- Yes, the dining room is open from 6 p.m. until 11 p.m.
- Is there an outdoor pool?
- Yes, we have an outdoor and indoor pool, and also a sauna.
- Can I pay when we arrive?
- We require a credit card number for a deposit. In what name do I make the reservation?
- The name is Woods, Samuel Woods.
- Very good sir. Thank you. We look forward to seeing you on Friday 8th. Goodbye.
- Thank you. Goodbye.