

ENGLISH LEARNING SERIES

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English for Tourism and Hospitality

Elementary English for Tourism and Hospitality

LESSON 14 - The Tour Guide

STUDY NOTES

Characters

Leo: Receptionist

Mona: Guest Jack: Guest

The story

Mona and Jack meet the tour guide that Leo has recommended.

Vocabulary Hospitality jobs

Here are some examples of hospitality jobs and descriptions.

A chef cooks meals for guests.

A waiter serves people in a restaurant.

A **receptionist** greets guests, helps with enquiries and takes bookings.

A kitchen hand cleans the kitchen, washes the dishes and assists the chef.

A manager manages staff and tasks to be completed.

A tour guide takes guests on a tour and provides them with information.

Bar staff get drinks for guests.

A travel agent provides advice about holidays and takes bookings.

A room attendant cleans and maintains rooms.

Grammar - Questions Tags

We use question tags in English for three different reasons: in each case, the voice or intonation changes. We usually use a positive sentence with a negative question tag or a negative sentence with a positive question tag.

Examples

- Asking the other person to agree with you:
 The museum is really interesting, isn't it?
 (This is a positive sentence with a negative question tag.)
 (The auxiliary verb 'is', is repeated in the question tag.)
- b) Asking a question:

You don't know what time the tour starts, do you? A
(This is a negative sentence with a positive question tag.)
(Use do, does or did with present and past simple.)

c) Asking someone to do something:
You haven't got a brochure, have you?

(This is a negative sentence with a positive question tag.) (The auxiliary verb 'have' is repeated in the question tag.)







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EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

allow	assure	brochures	different
explain	follow	management	qualification
spare	tourism	uniform	wear

2. Vocabulary - Hospitality jobs

Without looking at the previous page, match the job with the correct description.

1. A chef		a. greets guests, helps with enquiries and takes bookings.	
2. A waiter		b. takes guests on a tour and provides them with information.	
3. A receptionist		c. provides advice about holidays and takes bookings.	
4. A kitchen hand		d. cooks meals for guests.	
5. A manager		e. cleans and maintains rooms.	
6. A tour guide		f. serves people in a restaurant.	
7. Bar staff	. 1	g. manages staff and tasks to be completed.	
8. A travel agent		h. cleans the kitchen, washes the dishes and assists the chef.	
9. A room attendant		i. get drinks for guests.	

3. Grammar - Question tags

Complete the following question tags. Use the models on the previous page to help you. After you have checked your answers, read each sentence out loud.

1.	It's a perfect day for a cruise,	?	×
٠.	no a porroot day for a oraloo,	·	_

2. You haven't got a timetable,	? ≯
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3. The guests are in the lobby,	?	×
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he exhibition was interesting?	×
he exhibition was interesting?	¥

4. The Chant

Practise saying this chant out loud.

Let me Let me Introduce myself

I'm Leo I'm Leo

Your receptionist.





