

### Elementary English for Tourism and Hospitality

#### LESSON 25 – A job Interview

##### STUDY NOTES

##### Characters

Justine: Hotel Manager  
 Bob: A job applicant

##### The story

Bob, a job applicant has a job interview with Justine, the manager of the Plaza Hotel.

##### Vocabulary – strengths and weaknesses

Here are some examples of how you can describe your strengths and weaknesses in an interview. When you are asked a question about your weaknesses, it is best to mention a skill or trait that does not affect your performance at work. Look up the meaning and pronunciation of any new words in your dictionary. Stress the words in bold.

##### **Q: How would you describe your strengths?**

I pay **attention** to **details** and I'm **patient**.

I'm very **thorough** and I work **well** in a **team**.

I have a **good** sense of **humour** and I've been **told** that I put **guests** at **ease**.

My **current** boss says I'm very **efficient** and I'm always **punctual**.

##### **Q: What weaknesses do you have?**

I'm a **perfectionist** so I sometimes **stay back** at **work** to **check** everything is **OK**.

I need to **improve** my **range** of **vocabulary** in **English**, so I'm **studying** each **week** at **home**.

I enjoy **learning** and **improving** my **knowledge**. It takes up **some** of my **spare time**.

##### Language Practice – Interview questions

These are some example interview questions you might hear in an interview. Read them out loud.

Why do you **want** to **work** at the **Plaza Hotel**?

What **experience** have you **had**?

Why do you **want** to work in **hospitality**?

What **attracted** you to this **job**?

Can you **tell** me about a **time** when you **had** to **deal** with a **difficult guest**?

Are you **able** to **work flexible** hours?

How well do you **work** in a **team**?

### EXERCISES

#### **1. Key vocabulary**

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

(at) ease	apply	diploma
forward	front desk	moment
paid	patient	position
report	reputation	service
strengths	supervisor's	weaknesses

#### **2. Language Practice – Interview questions**

Rewrite the questions with the words in the correct order. After you have checked your answers, read each question out loud.

1. this job what attracted to you ?

\_\_\_\_\_

2. you what had have experience?

\_\_\_\_\_

3. want work do you why to hospitality in?

\_\_\_\_\_

4. well you team do a work how in?

\_\_\_\_\_

6. flexible you work able are hours to?

\_\_\_\_\_

#### **3. Language Practice – Vocabulary**

Write the correct word from the box below in each of the sentences. When you have checked your answers, say them out loud.

efficient	humour	team	thorough
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1. I'm very \_\_\_\_\_ and I work well in a \_\_\_\_\_.

2. I have a good sense of \_\_\_\_\_.

3. My current boss says I'm very \_\_\_\_\_.

#### **4. The Chant**

Practise saying this chant out loud.

Experience  
Experience  
I have work experience

Reference  
Reference  
I have a reference.

**Suggested Answers:** 2. 1) What attracted you to this job? 2) What experience have you had? 3) Why do you want to work in hospitality? 4) How well do you work in a team? 5) Are you able to work flexible hours? 3. 1) thorough, team 2) humour 3) efficient