

ENGLISH LEARNING SERIES

English for Tourism and Hospitality

Elementary English for Tourism and Hospitality

LESSON 26 – A Job Interview

STUDY NOTES

Characters

Justine: Hotel Manager Bob: A job applicant

The story

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

Language Practice - Answering hypothetical questions

In lesson 26, Justine asks a hypothetical question. Below are some more examples of such questions and sample responses. Read them out loud.

A: Would you compromise your own safety for the comfort of your guests?

B: I would make sure I know the health and safety requirements associated with my position and follow hotel procedures.

- A: What would you do if one of our guests was very upset?
- B: I would try and find out why the guest was upset and offer my help to calm them down.
- A: What would you do if there was a fire in the hotel?
- B: I would report the fire and follow the hotel evacuation procedure to ensure that all the guests were safe.
- A: If you were interviewing someone for this position, what type of person would you look for?
- B: I would want someone who is reliable, friendly, capable and honest.
- A: If you are **selected** for this **position**, can you **describe** how you would **approach** your **work** in the **first month**?
- B: I would write a checklist of everything I needed to learn and study it until I could work independently.

Vocabulary – Employment

Below are some examples of vocabulary associated with employment. Look up the meaning and pronunciation of these words in your dictionary.

boss	contract	efficient	employee
employer	experience	hours	opportunity
pay	position	reliable	resume
salary	vacancy	wages	worker







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EXERCISES

1. Key vocabulary

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

associate	comfort	compromise	enthusiasm
exceptional	expect	flexible	happen
hypothetical	impetuous	infested	legendary
procedure	requirements	shark	wondering

2. Language Practice - Answers to interview questions

Match the interview question with the correct response. After you have checked your answers, read them out loud.

1 I would make sure I know the health and safety	a was upset and offer my help to calm them down.
2 I would try and find out why the guest	b study it until I could work independently.
3 I would report the fire and follow the hotel evacuation procedure	c requirements associated with my position and follow hotel procedures.
4 I would want someone who is reliable, friendly,	d to ensure that all the guests were safe.
5 I would write a checklist of everything I needed to learn and	e capable and honest

3. Vocabulary

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

flexible	resume	employer	experience	
1. My previous	-012	told me that I was a rel	iable worker.	
2. You will need to wo	rk	hours.		
3. Here is a copy of my		<u> </u>		
4. How much		do you have?		

4. The Chant

Practise saying this chant out loud.

Follow procedures Follow procedures Follow procedures, sir!

Health and safety Health and safety Health and safety first.





