

English for tour guides.

UNIT 1: RECIBIENDO Y SALUDANDO A TURISTAS

By Jeannete Uribe Guajardo.

CONTENTS OF THE LESSON:

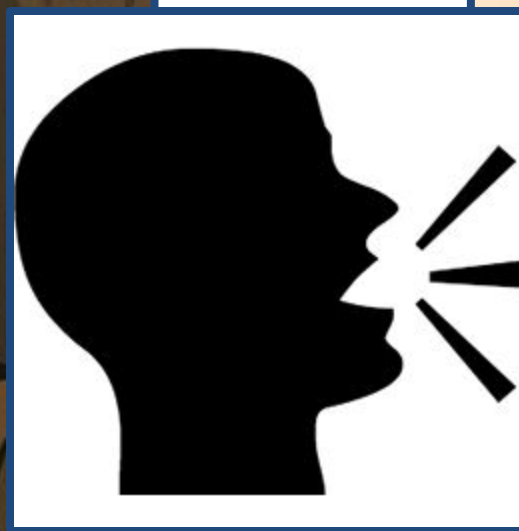
- What is Tourism?
- Talk about personal skills and routines at work.
- Personal past experiences.

SKILLS TO PRACTICE:

- Reading
- Listening
- Speaking
- Grammar in use.
- Vocabulary in use.



TOURIST VS TRAVELLER



TOURIST



Sightseeing checklist



Covers more places
in less time



Picture with the place



Shops for branded stuff

TRAVELLER

3/3



Soul-searching journey



Picture of the
place

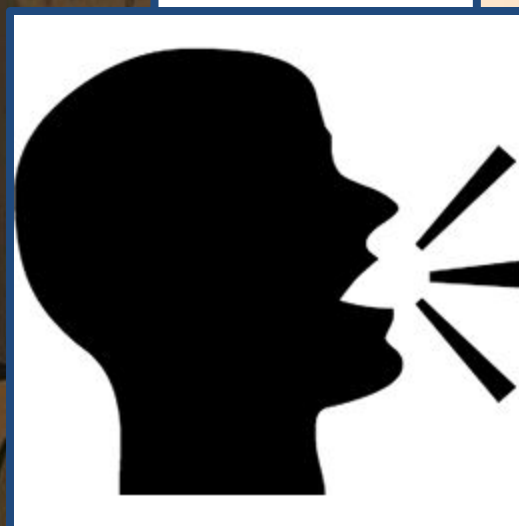


Supports local artisans



Frequent and emotional

TOURIST VS TRAVELLER



TOURIST



Wears comfortable clothes



Uses taxi or tour bus



Stays at a hotel



Sticks to budget

TRAVELLER 2/3



Dresses like a local



Takes public transport



Stays in hostels



Prefers flexibility 

1 What is tourism?

Take off

pilot

tour guide

flight attendant

tourist information officer

travel agent

receptionist

waiter

resort rep

chef

porter

hotel manager

airline check-in clerk

- 1 What jobs do the people in the pictures do? Choose from the list.



Tourism: the world's biggest industry ... the world's best jobs

Vocabulary

Adjectives for job skills

With a partner, look at the adjectives for describing people.

- 1 Find six pairs of opposite adjectives.

calm	friendly	flexible	extrovert
nervous	lazy	smart	shy
disorganized	creative	confident	hardworking
scruffy	practical	organized	unfriendly

- 2 Choose one of the jobs in *Take off*. Say which three qualities are the most important.

What are the main qualities or skills for a tour guide?



Questionnaire			
I am			
QUALITIES			
smart	☐	extrovert	☐
flexible	☐	organized	☐
creative	☐	creative	☐
		hardworking	☐
		practical	☐
		confident	☐
SKILLS			
I enjoy meeting new people.			☐
I enjoy working as part of a team.			☐
I like working independently.			☐
I am good at explaining things.			☐
I am good at dealing with people.			☐
I can make people relax.			☐
I am able to do more than one thing at the same time.			☐
I like working under pressure.			☐
I know how to use computers and technology.			☐
I feel confident about dealing with money.			☐
I am willing to work long hours.			☐
I am good at languages.			☐

● Language spot

Describing job skills

Look at the sentences for describing job skills and abilities.

+ infinitive

I can make people relax.

I know how to use
computers.

I am willing to work long
hours.

I am able to do more than
one thing at the same time.

+ *-ing* or noun

I enjoy meeting new people.

I like working independently.

I am good at languages.

I feel confident about
dealing with money.

Listening

Three jobs



1 Kelly



2 John



3 Suzanna

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

Describe your skills:

●

Three jobs

1

I like the job. I like being the front line, the first point of contact. I think I'm quite good at dealing with people. I know how to smile, although sometimes on a bad day, it's hard. I guess the tasks I do are a bit routine if I'm honest – I check in arrivals, hand out room keys, process enquiries and reservations, that kind of thing. I work shifts, which can be a drag. I usually start at six in the morning, which is OK because I get off nice and early, but then occasionally I do the late turn and I don't finish till after midnight – this week I'm doing the late shift.

There's always something different going on. For example, we had a group from Japan arrive yesterday and they were so polite and nice and pleased to be here. They're visiting the Snoopy Museum in Santa Rosa today and were so excited about it. I'm waiting for them to come back, so I can see how they all got on.

2

I started here about two years ago. As the manager, I'm mainly in the back office. I don't deal directly with the public at the desk. On a typical day, I'm on the phone and the email most of the time. I start the day by checking my email, and that sets the agenda for the first part of the morning at least. I have to talk to local businesses, hotels, tour companies, to check that we're providing the service they want, that we're stocking their brochures and so on. I also arrange presentations, and I get invited to a lot of social events to network and talk about tourist information services in the city. I'm working on a big presentation for some Italian clients at the moment.

Listening “Three Jobs”.
Talking about routines
at work.

3

This is my second season. A lot of reps only survive one season, because it's very demanding work – we don't get paid a lot and we only get one day off a week. I feel a lot more confident about things this time. I couldn't do the job all year, but as the season only lasts three months, it's OK. We work very long hours, especially on changeover days. We take the guests 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 problems – and there always are problems! – and do the paperwork. So I often don't finish until midnight on changeover day.

I like working with people and on the whole the guests are good, but some of them can be very annoying – although I never show it of course, because the customer is always right!



Homework: Write a paragraph describing your job position, what you do at work (routines) and mention the qualities and skills you have. **Read it or speak it in front of the class.**

