

Chapter 4

Holiday rep

- ① Advice and obligation
- ② A rep for all seasons
- ③ Resort representative
- ④ Tips on tipping
- ⑤ A welcoming talk
- ⑥ Local 'tips'

- ⑦ Pronouncing plurals



Duration: 1-hour

My most
memorable
holiday

Take off

Look at the pictures.

Choose one that shows something you have done.

Tell us about it.



Take off

Match each of the three texts with a picture. Tell your partner the connection.

1

Two years ago I went to Crete with two of my friends. It was a brilliant holiday. The weather was perfect and I loved the way of life, so after speaking to one of the reps I decided not to go back to Britain. And now I'm a rep! And here comes my group – bound for the airport and home.

2

This is a job for people who really love the outdoors. We're out in all weathers – putting up and taking down tents, cleaning, organizing activities. Mostly the weather's fine, but if it's rainy, it's hard work. And if it's windy, it's almost impossible!

3

I trained as a teacher, but I didn't want to go straight into a full-time job. So I came out here for a season. I organize games and activities, sports sessions – anything to keep the kids busy! I love working with them. The teaching? Maybe next year!



Listening

A rep for all seasons

Look at the types of rep. What do you think each one does?

1. Campsite courier
2. Chalet host
3. Children's rep
4. Club rep
5. Family rep
6. Ski rep
7. Transfer rep



Listening

A rep for all seasons

Listen to four reps introducing themselves. Write which type of rep each person is under their name.

1.(type) - (name)

2. .

3. .

4. .



Listening

Duties and Responsibilities Table

Look at the duties and responsibilities in the table.

Duties and responsibilities	1 Jason	2 Luke	3 Katerina	4 Anne Marie
a Accommodation, health and safety checks	✓			
b Answering customers' queries / problems	✓	✓		
c Collecting and balancing foreign money				
d Conducting welcome meetings / selling excursions	✓	✓		
e Guiding excursions	✓			
f Organizing entertainment, i.e. pool parties, bar crawls, party nights, etc.		✓		
g Performing in cabarets which can be singing or games		✓		
h Transferring holidaymakers to and from the airport	✓	✓		

1. Do you understand them all? Use your dictionary if necessary.
2. Guess which duties are true for Jason and Luke. Mark each one with a tick (✓).
3. Listen to Jason and Luke and check your answers.
4. Who seems happier – Jason or Luke? How can you tell?
5. Which of the two jobs would you prefer? Tell your partner why.

Speaking

A day in the life of ...

1. Study the job description. **Order** your responsibilities from the most to the least interesting in your opinion.
2. **Introduce yourself to your partner and describe your job. Say where you work and what you do. Explain what you like and don't like about your job.**

Student A

You are a transfer rep.

Location: Major destinations around the world, but especially the Mediterranean and the Caribbean.

Work: As a transfer rep, you accompany holidaymakers to and from the airport. During coach trips to the hotel you will be responsible for a simple welcome talk.

Main responsibilities

- a Accompanying guests on day and night excursions
- b Answering customers' questions and resolving complaints
- c Basic resort administration
- d Dealing with problems of overbooking at hotels
- e Keeping guests occupied at the airport if there are any outgoing delays
- f Making sure that the guests are booked into their accommodation
- g Transferring customers to and from the airport



Pronunciation

 Listen to the words from the resort manager's talk.
How is the final s pronounced? Tick (✓) the correct column.



sibilants rule

1	2	3
/s/	/z/	/iz/
k/t/p/f/th ✓	b/g/v/m/n/ng/l/the ✓ <u>/Vowel sound</u>	s/sh/z/ch/j ✓
+s ---- /s/	+s ---- /z/	+s ---- /iz/

- 1 arrangements **/s/**
- 2 arrivals **/z/**
- 3 changes **/iz/**
- 4 customers **/z/**
- 5 drinks **/s/**
- 6 excursions **/z/**
- 7 facilities **/z/**
- 8 notes **/s/**
- 9 places **/iz/**

oats
maps
cats
bikes

letters
boys
days

faces
mouses
classes
glasses
pages

Pronunciation

How is the final s pronounced in these words?

- 1 basics s /s/
- 2 beaches s /ɪz/
- 3 bikes s
- 4 buses s
- 5 documents s
- 6 fares s
- 7 hours s
- 8 lifts s
- 9 meals s
- 10 telephones s
- 11 timetables s
- 12 tours s



k/t/p/f/th

+s ---- /s/



b/g/v/m/n/ng/l/the
/Vowel sound

+s ---- /z/



s/sh/z/ch/j

+s ---- /ɪz/



Ameli Destivelle



Ameli works in Teigne in the French Alps. Here she gives us her advice for surviving your first season as a ski rep. Check you understand the headings for each tip. What do you think Ameli is going to say about each heading? Read on and find out.

Tips for surviving the season ...

Flirting A key part of any ski season. Workers should flirt with each other a lot. But don't forget: 'the flirting stops when you start taking it seriously.'

Gossip Remember that gossip is an essential part of the ski rep's world. Don't expect to have a 'private' life. You may imagine it's just the two of you in on your little 'secret', but do you really know who saw you leave together last night?

Burn-out At the start of the season, you might want to ski all day and party all night. Doing this on holiday is hard enough, but try doing it when you've got to get up at 7.00 a.m. six days a week. Burn-out, often combined with flu,

usually hits after New Year. Avoid this by pacing yourself – get an early night at least twice a week.

Day off There's only one a week, so most staff use it wisely for either a big ski day or a big sleep day. The ski-hungry should check the forecast before getting drunk – this is your one chance to be first on the snow each week and you don't want to wake up at 11.00 a.m. to find you've missed the best powder day of the season.

Changeover day There's no real way to prepare you for this. If you're working for a tour operator, there's no doubt this is the worst day of the week. For reps, a twenty-hour day is not uncommon: flight delays, lost luggage, traffic jams, and lost ski-pass photos will all feature.



Language spot

Advice and obligation

Complete the sentences using **avoid, don't, have to, mustn't, or should**.

1 In hot weather, you _____ drink a lot of water and keep the sun off your head.

2 _____ lying in the sun too long during the first few days of your holiday.

3 _____ go swimming after eating a heavy meal or drinking alcohol.

4 You _____ jump or dive into the hotel swimming pools.

5 You _____ put sunscreen on again after you have been swimming.

6 You _____ tell the rep and the hotel staff if you are allergic to anything.

7 In less developed regions, _____ eating uncooked dairy products, vegetables, and salads.

Advice:

- should
- don't
- avoid

👉 These are suggestions (not strict rules).

Obligation:

- have to
- mustn't

👉 These are rules (you must follow them).

Which of the expressions give **advice** and which describe an **obligation**?

Language spot

Advice and obligation

Now write advice about safety and security for visitors.

1 _____ convert traveller's cheques on a daily basis.

2 _____ carry more cash than you need.

3 _____ come out of the sea if the lifeguards tell you to.

4 _____ know where the nearest fire exit is in your hotel.

5 _____ open the door of your room to a person you don't know.

6 _____ carry a wallet in the back pocket of your trousers or jeans.

7 _____ swim in the sea when the red flags are flying.

8 _____ use credit cards for larger purchases.

9 _____ walking down dark streets late at night.



Language spot

Advice and obligation

Advice

should

We use **should** and **shouldn't** to tell someone what we think is the best thing to do, or not to do.

Positive

You should make sure that you have a good night's sleep before changeover.

= **subject + should + infinitive without to**

Negative

You shouldn't get too drunk on your day off.

= **subject + shouldn't + infinitive without to**

avoid

We use *avoid* to mean the same as *You shouldn't*. However, *avoid* has a different form.

Avoid partying too much at the beginning of the season.

Avoid this if you can.

= **Avoid + -ing form**

= **Avoid + noun or pronoun**

Note that *avoid* can also be combined with *You should*.

You should + avoid + partying too much.

don't

Don't is used when giving advice.
Don't expect to have a private life as a ski rep.

= **Don't + infinitive without to**
Note that we cannot say **You don't** ... when giving advice.

NOT: You don't expect to have a private life.

Language spot

Advice and obligation

have to

We use *have to* to talk about an action that is necessary because of laws or rules.

You *have to* wear your uniform at all times when on duty.

= subject + *have to* + infinitive without *to*

mustn't

mustn't is the negative form of *have to*. We use *mustn't* to tell someone what they can't do because of laws or rules.

You *mustn't* drink alcohol before you go skiing. There's a fine of €500.

= subject + *mustn't* + infinitive without *to*

Vocabulary

Holiday health

1 Look at the health problems in B. How many do you recognize?

2 Can you add any more expressions?

3 Match expressions in A with continuations from B.

A

- 1 I'm ... eh
- 2 I've got ...
- 3 I feel ...
- 4 It's ...

B

- a a rash
- b a sore throat
- c allergic to ...
- d an upset stomach
- e bruised
- f diabetic
- g diarrhoea
- h dizzy
- i red
- j sick
- k sunburn
- l sunburnt
- m swollen
- n toothache
- o unwell

Vocabulary

Holiday health

Which are the most common problems for tourists

1 at a beach resort?

2 travelling in a tropical climate?

3 doing adventure tourism?

A

1 I'm ...

2 I've got ...

3 I feel ...

4 It's ...

B

a a rash

b a sore throat

c allergic to ...

d an upset stomach

e bruised

f diabetic

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Customer care

Customer care

Every member of overseas staff is a representative of the organization and should always have a positive attitude to customers, acting in a professional manner at all times. There are certain rules you must respect.

Decide which of these rules are in the 'always' section, and which are in the 'never' section.

- 1 Be loyal to the organization. ✓
- 2 Respect the buildings and equipment where you work. ✓
- 3 Criticize the organization to, or in front of, customers. ✗
- 4 Be friendly and courteous with both colleagues and customers. ✓
- 5 Argue or swear in front of customers. ✗
- 6 Lose your temper at work. ✗
- 7 Drink alcohol at work. ✗
- 8 Separate your private and professional life as far as possible. ✓
- 9 Respect the views of others. ✓
- 10 Act in a way that could put anyone at risk. ✗
- 11 Be honest and constructive. ✓
- 12 Ask if there is anything you are unsure about. ✓

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