

ENL 3683

English for Hotel



HOTEL Staffs and Responsibilities

Learning Objective

- To understand Hotel's Job description and responsibilities.
- To know hotel vocabulary
- To practice reading skill
- To understand job vacancy advertisement

Overview of All Hotel Positions

The hotel positions may depend on the style and size of the hotel, and the personal preferences of management.

However, the main positions are as follows:

Food & Beverage Hotel Positions

Focus on providing guests with food and drinks. This primarily occurs within restaurants, but also includes room service.

- **Waiting Staff**

Responsible for communicating and attending to customers. The job involves finding out what guests would like to eat and drink, bringing them their meals, collecting payments and staying alert for any other needs.



- **Restaurant Manager**

A restaurant manager holds the senior role within the restaurant and this is often one of the most important hotel positions. **The job involves managing all aspects of restaurant operations**, from the quality of food, to the financial performance of the restaurant, to ordering new supplies, through to hiring and training restaurant staff.

- **Kitchen Staff**

Kitchen staff often have one of the more varied hotel positions, with responsibilities largely depending on the size of the hotel and the nature of the restaurant. Typical activities may **include basic food preparation, cleaning the kitchen, washing cutlery and dishes, setting tables** and assisting the chefs or cooks with various tasks.



- **Kitchen Manager**

Responsible for overseeing kitchen operations and monitoring performance levels. Activities may include hiring and firing kitchen staff, ordering kitchen equipment, purchasing food, maintaining hygiene standards, supervising food preparation and ensuring all staff members have the necessary training.

- **Head Chef**

The head chef will usually take responsibility for creating and maintaining the restaurant menu, while leading the team of cooks, sous chefs and support staff.

In some cases, a head chef may also have budgeting responsibilities, instead of the kitchen manager.

- **Room Service**

Those in-room service hotel positions tend to connect with the kitchen and restaurant staff, but the core responsibility is providing services to guests in their rooms. This may mean speaking with guests on the phone, taking room service orders, passing them on to the restaurant and then bringing food and drinks to guests.



Front Office Hotel Positions

Front office hotel positions are customer-facing positions, centred around the reception area, or the first point of guest contact. The focus is typically on helping guests to settle in and solving problems for them.

- **Hotel Porter**

Known as bellhops, are responsible for taking guests to their rooms, transporting their luggage to different floors, and checking that rooms are acceptable. This is a hotel position that requires a knowledge of hotel operations.



Front Desk Employee

Front desk staff are responsible for arrange of different aspects of customer service, including greeting guests, helping them to check-in, collecting payments and answering questions. Additionally, front desk employees may need to collaborate with room service staff, deal with complaints and manage guest keys or key cards.

Front Desk Manager

A front desk manager is responsible for overseeing front desk operations. This may mean performing front desk tasks, supervising front desk employees and taking on budgeting, hiring and training duties. A key part of the job also involves managing when staff are working, so that the front desk is not left unattended.

- **Maintenance & Cleaning**

The maintenance and cleaning department covers all hotel positions related to maintaining hotel upkeep. In particular, there is a focus on cleaning, fixing things and catering for requests from guests.

- **Hotel Concierge**

The role of a hotel concierge is one of the [hospitality jobs](#) that is usually associated with higher-end accommodation. The job itself involves performing tasks on behalf of guests. For instance, a guest may require transport and the concierge will then arrange it, or a guest may want a concierge to book entertainment tickets, or a table at a restaurant.



Housekeeping Employee

The main focus for those in housekeeping hotel positions is **maintaining cleanliness**, not only around the hotel's shared space but also in guest rooms. Typical responsibilities will include cleaning guest rooms, re-stocking rooms before a new guest checks in, cleaning toilets, and washing bedding and other hotel laundry.



Housekeeping Manager

The housekeeping manager will be responsible for **coordinating the housekeeping staff and ensuring they have all of the equipment needed to do the job**. This means managing stock levels and supervising cleaning efforts. On top of this, the job also involves hiring, firing, staff training and managing the departmental budget.

- **Management & Headquarters Hotel Positions**

The management-type hotel positions are taken up by senior staff members and those with specific expertise. Work in these roles may often be office-based, either within a hotel or within the main headquarters.

- **Hotel / General Manager**

The hotel position with the most responsibility, a hotel or general manager will be ultimately responsible for all aspects of managing the hotel. They will take responsibility for monitoring and reporting on performance, making strategic changes, and may need to step in and supervise or perform various tasks around the hotel to keep things running.

Marketing Manager

A hotel marketing manager will take responsibility for promoting the hotel to potential guests and business partners. **This involves managing advertising strategy and finding ways to promote the hotel through alternative avenues.** Often, the marketing department will also take responsibility for social media efforts.

Sales Manager

The role of a sales manager is sometimes seen as an optional hotel position, because the core responsibilities may instead be taken on by a combination of the general manager, an assistant manager, or the marketing department. It **involves selling hotel rooms, hotel facilities, wedding services and other hotel products.**

- **Revenue Manager**

Involves maximising the revenue and optimising financial results. This is primarily achieved by ensuring that hotel rooms are sold to the right customer, for the ideal price, at the right time, through the best possible channel.

- **Accounting Manager**

Responsibilities will include ensuring the hotel is properly monitoring and documenting income and expenditure, managing the payment of employees, and ensuring bills and taxes are paid properly and on time.

- **Purchase Manager**

Purchasing managers take responsibility for buying the equipment and other items that hotels need to function.

JOB VACANT

Sales & Marketing (BKK)

- Asst. Director of Sales
- Corporate Sales Manager
- Sales Manager / Senior

Front Office

- GSA พนักงานต้อนรับส่วนหน้า
- Driver พนักงานขับรถ ไชยชัยประเภท 2
- Fitness & Pool พิเศษ / สระน้ำ

House Keeping

- Room Attendant พนักงานทำห้องพัก
- Public Area ทำความสะอาดพื้นที่ทั่วไป
- Gardener คนสวน

Food & Beverage

- Waiter & Waitress
พนักงานเสิร์ฟจัดเลี้ยง และห้องอาหาร

Kitchen

- Pastry Chef
- Chef (Dim Sum) ห้องอาหารจีน
- Steward Supervisor
- Steward พนักงานล้างจาน

Engineer

- Engineer Supervisor

Human Resources

- Security Guard ปรก

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- อาหาร 3 มื้อ
- วันหยุดประจำปี 6 วันต่อเดือน
- งานเลี้ยงส่งสรรคประจำปี

- เครื่องแบบฟอร์ม-ชุดรถ
- วันหยุดประเพณี
- เงินช่วยเหลือสวัสดิการ

ผู้ที่สนใจสามารถสมัครได้ที่

1.สมัครทางอีเมล hrm_mgnp@midahotelsandresorts.com

2.สมัครด้วยตนเองที่ ฝ่ายทรัพยากรมนุษย์ โรงแรมใบด้า แกรนด์ ทวารวดี นครปฐม

โทรสอบถามรายละเอียดได้ที่ 08-4360-0040 ตั้งแต่วันจันทร์ - เสาร์ เวลา 09:00 - 16:00 น.

หรือ 089-1577404

hr.nattawat@gmail.com

ANA ANAN

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Seeking for a new gen of talented hospitality professionals to join our team for the following positions;

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- Chief Accountant

Sales & Marketing - Urgent

- Sales Manager (Pattaya)
- MARCOM Executive

Spa - Urgent

- Assistant Spa Manager

Housekeeping

- Public Areas Supervisor
- Public Areas Att. (Temp.)

Engineering

- Painter & Carpenter (Temp.)

Recreation & Animation

- Lifeguard & Instructor (Temp.)

Front Office

- Operator (open for disabled)

Food & Beverage

- Bartender
- Waiter

Kitchen

- Commis II – Thai
- Commis III (Temp) – Thai
- Commis I – Western
- Commis II – Western
- Commis III (Temp.)-Western
- Commis I – Cold
- Commis II – Cold
- Commis I – Bakery
- Stewarding (Temp.)

** All Positions For Thai Nationality Only **

ANA ANAN RESORT & VILLAS PATTAYA

Interested Applicant Please Contact: Submit resume with photograph to

Chayapat.d@anaanan.com

Please mention the applied position in the subject line.
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CARAVELLE

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Sales Manager – Leisure

EXPERIENCE AND SKILLS:

- Minimum of 2 years experiences in hotel leisure sales, preferably international hotel
- Bachelor or License academy in Business Administration school or Hotel Management school
- Sales acumen/ persuasive
- Competent desktop software user
- Fluent in English and the national language, a 3rd language would be a plus

KEY RESPONSIBILITIES:

- In charge of hotel leisure sales segment (inbound and domestic)
- Implement effective action plan according to the new market condition and hotel strategy
- Complete all administrative tasks as per hotel requirement and deadline
- Ensure smooth running operation of the commercial section in consultation with the Director of Sales on all matters
- Promotes the hotel as often as possible through entertaining, conduction, site inspections, presentation...

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- HOUSEKEEPING SUPERVISOR

KITCHEN OPERATIONS

- CHEF DE PARTIE- PASTRY
- DEMI CHEF- PRODUCTION
- COMMIS- PRODUCTION

F&B SERVICE

- BANQUET SUPERVISOR
- WAITER & WAITRESS

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Job Vacancy

Sales & Marketing Department

Assistant Sales Manager - Corporate
Senior Sales Manager - Corporate
Catering & Event Coordinator

Human Resource Department

Assistant Human Resources Manager

Housekeeping Department

Room Attendant
Public Area Attendant (Temporary)

Trainee

All Department

Front Office Department

Communications Agent
Executive Lounge Attendant
Therapist

Food & Beverage Department

Head Barman
Hostess
Bartender
Waiter / Waitress

Kitchen Department

Steward (Temporary)

Radisson Blu Bangkok Hotel

489 Sukhumvit Road, Klongtoey Nua, Wattana, Bangkok 10110, Thailand
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CONTACT

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OPEN POSITIONS

Sales & Marketing
- Business Development Director
- Sales Manager - Corporate
- Graphic Artist

Front Office

- Pullman Touch
- Front Office Supervisor
- Guest Relations Manager
- Executive Floor Agent
- Concierge
- Outdoor Welcomer

Security

- Security Agent

Spa

- Therapist

Housekeeping

- Floor Supervisor
- Laundry Attendant
- Laundry Supervisor
- Houseman
- Florist
- Public Area Attendant

F&B Service

- Mixologist
- F&B Supervisor
- Supervisor – Room Service
- Supervisor – Banquet
- Bartender – Pool
- Bartender – Wine Pub
- Hostess – Wine Pub
- Waiter/ess

Kitchen

- Head Chef – Chinese Cuisine
- Chef de Partie - Cuisine
- Demi Chef - Cuisine
- Demi Chef – Banquet Kitchen
- Demi Chef – Pastry
- Cook – Banquet Kitchen
- Commis - Japanese Kitchen
- Commis – Wine Pub
- Commis – Banquet Kitchen
- Commis – Cold Kitchen

Engineering

- General Technician

- **Work shop**

Find the position of hotel staff

- 1.The person who looks after guests' reservations. _____
- 2.The person in charge of keeping the hotel clean and supplying linen. _____
- 3.The person who looks after all money paid to or by the hotel. _____
- 4.The person responsible for the cooking in the kitchens. _____
- 5.The person responsible for service to guests in the restaurant. _____
- 6.The person responsible for greeting guests, helping them with their luggage, organizing their transport, and dealing with their mail. _____

- Select the correct job

Cashier, driver, waiter, concierge, bellboy

1. I provide guests with information about attractions, facilities, services, and activities.
2. I take customer orders and deliver food and beverages to them.
3. I help guests carry their bags and bring them to their rooms.
4. I collect money from guests for their room charges and any other fees.
5. My responsibility is to shuttle guests between the hotel and the airport

vocabulary

adjoining rooms

noun

two hotel rooms with a door in the centre

If you want we can book your parents in an **adjoining room**.

amenities

noun

local facilities such as stores and restaurants

We are located downtown, so we are close to all of the **amenities**.

attractions

noun

things for tourists to see and do

The zoo is our city's most popular **attraction** for kids.

baggage

noun

bags and suitcases packed with personal belongings

If you need help with your **baggage** we have a cart you can use.

Bed and Breakfast

noun

a home that offers a place to stay and a place to eat

I can book you into a beautiful **Bed and Breakfast** on the lake.

bellboy

noun

a staff member who helps guests with their luggage

The **bellboy** will take your bags to your room for you.

book

verb

arrange to stay in a hotel

I can **book** your family in for the weekend of the seventh.

booked

adj

full, no vacancies

I'm afraid the hotel is **booked** tonight.

brochures

noun

small booklets that provide information on the local sites and attractions

Feel free to take some **brochures** to your room to look at.

check-in <i>verb</i>	go to the front desk to receive keys	You can check-in anytime after four o'clock.
check-out <i>noun</i>	return the keys and pay for the bill	Please return your parking pass when you check-out .
complimentary breakfast <i>noun</i>	free of charge	All of our rooms have complimentary soap, shampoo, and coffee.
cot, rollaway bed <i>noun</i>	a single bed on wheels that folds up	If you need an extra bed, we have cots available.
damage charge <i>noun</i>	money a guest owes for repairs to hotel property (when caused by violent or careless acts)	We will have to add a damage charge for the hole you put in the wall.
deposit <i>noun</i>	amount paid ahead of time to secure a reservation	You will not receive your deposit back if you cancel.
double bed <i>noun</i>	a bed large enough for two people	They are a family of four, so give them a room with two double beds .
floor <i>noun</i>	a level of the building	The swimming pool is on the main floor .

hostel <i>noun</i>	a very inexpensive place for backpackers and travelers on a budget	In the hostel you probably won't get your own room.
hotel manager <i>noun</i>	person in charge at the hotel	I'll let you make your complaint to the hotel manager .
housekeeping, maid <i>noun</i>	staff members that clean the rooms and linen	Put a sign on the door if you want housekeeping to come in and change the sheets on the bed.
ice machine <i>noun</i>	a machine that automatically makes ice that guests can use to keep drinks cold	There is an ice machine by the elevator on all of the even numbered floors.
indoor pool <i>noun</i>	place for guests to swim inside the hotel	The heated indoor pool is open until 10 pm.
inn <i>noun</i>	another word for "hotel"	There's an inn on the other side of town that has a vacancy.
Jacuzzi, hot tub, whirl pool <i>noun</i>	a small hot pool for relaxation	Our honeymoon room has a personal hot tub .

king-size bed

noun

extra large bed

A room with a **king size bed** costs an extra ten dollars a night.

kitchenette

noun

a small fridge and cooking area

Your room has a **kitchenette** so you can prepare your own breakfasts and lunches.

late charge

noun

a fee for staying past the check-out time

You will be charged a ten dollar **late charge** for checking out after 11 am.

linen

noun

sheets, blankets, pillow cases

We will come in and change the **linens** while you are out of your room.

lobby

noun

large open area at the front of the hotel

You can stand in the **lobby** and wait for your bus.

luggage cart

noun

a device on wheels that guests can push their luggage on

Please return the **luggage cart** to the lobby when you are finished with it.

maximum capacity

noun

the most amount of people allowed

The **maximum capacity** in the hot tub is ten people.

motels

noun

accommodations that are slightly cheaper than hotels

Our **motel** is very clean and is close to the beach.

noisy

adj

loud

The guests next to you have complained that you are being too **noisy**.

parking pass

noun

a piece of paper that guests display in the car window while in the hotel parking lot

Display this **parking pass** in your window to show that you are a hotel guest.

pay-per-view movie

noun

extra charge for movies and special television features

If you order a **pay-per-view** movie, the charge will appear on your bill.

pillow case

noun

the covering that goes over a pillow

Room 201 doesn't need their sheets changed, but they requested one new **pillow case**.

queen size bed

noun

bed with plenty of space for two people (bigger than a double)

They have a **queen size bed** so the small child can easily fit in the middle.

rate

noun

cost of renting a room for a certain time period

Our **rates** change depending on the season.

reservation

noun

a request to save a specific room for a future date

They say they made a **reservation** but it doesn't show on the computer.

room service

noun

delivery of food or other services requested by guests

If you would like a bottle of wine, just call **room service**.

sauna

noun

a hot room for relaxation, filled with steam

We don't recommend bringing young children into the **sauna**.

single bed

noun

a bed for one person

The economy priced room includes one **single bed**.

sofa bed, pull-out couch

noun

a bed built into a sofa or couch

The room contains a **sofa bed** so the room actually sleeps five.

towels

noun

used to cover and dry the body after swimming or bathing

You can get your swimming pool **towels** at the front desk.

vacancy

noun

available rooms

We only have one **vacancy** left, and it is for a single room.

vacant

adj

valet

noun

staff that parks the guests' vehicles

If you leave your car keys with us, the **valet** will park your car underground.

vending machine

noun

a machine that distributes snacks and beverages when you insert coins

The **vending machine** on the fifth floor has chocolate bars and chips.

view

noun

a window that offers a nice image for guests

The room is more expensive because it has a spectacular **view** of the beach.

wake up call

noun

a morning phone call from the front desk, acts as an alarm clock

What time would you like your **wake up call**?

weight room, workout room, gym

a room that guests can use for exercise

Our **weight room** has a stair climber and

PRACTICE

1. If you've never been to this city, you should take a look at our sight-seeing menu/ brochures/

2. Sorry, we don't have a _____ service. You'll have to park your car yourself.

room/ laundry/ valet

3. The room has a pull _____ couch, so it will sleep an extra person.
off/ over/ out

4. I'm sorry, but we don't have any vacancies. We are fully _____ tonight.
vacant/ booked/ closed

5. After your long conference you can relax in the _____
kitchenette/ parking lot/ hot tub

6. I'll call housekeeping and ask them to bring you some fresh _____
ice/ milk/ linen
7. If you need to do your workout we have a _____ on the third floor.
gym/ restaurant/ library
8. You might like to voice your complaint about the rate to the _____
housekeeper/ valet driver/ hotel manager
9. Please put your used _____ in the basket and leave unused ones
hanging on the rack.
dishes/ towels/ tissues
10. If you need a midnight snack there's a _____ full of potato chips
on your floor.
bellboy/ kitchenette/ vending machine

Useful expression

Asking about jobs/occupations

- What do you do?
- What does she do?
- What is your job?
- What is your occupation?
- What department do you work in?

Answering about jobs/occupations

- I am a reservation clerk.
- She is a Sales Manager.
- I work as a Front Desk clerk.
- My occupation is an operator.
- I work in Housekeeping Department.
- I work for Hilton Hotel.

Asking about duties/responsibilities

- What are your responsibilities?
- What are your duties?
- What are your duties and responsibilities? What is your routine work?
- What do you do exactly every day?

Describing job duties/responsibilities

- I am responsible for the day-to-day running of the hotel.
- I am responsible for cooking in the kitchen.
- My responsibilities involve greeting guests, helping them with their luggage, organizing their transport, and dealing with mail.
- My main responsibility is looking after guests' reservations.
- My current position includes supervising staff in the Front Office Department and making sure that everything is ready for guests to check in.

- a. I am in charge of recruiting new staff.
- b. She is in charge of Housekeeping.
- c. They are in charge of looking after the bars in the hotel.
- d. They are in charge of handling customer complaints.
- e. The General Manager is in charge of making policies, planning, and coordinating.
- f. Housekeeping is in charge of cleaning and stocking the rooms.
- g. I report to the Head Receptionist.
- h. I supervise three station waiters and part-time waiters.
- i. I work under the Restaurant Manager.

Activity 1

First read the ten situations (1-10) and then read the twelve texts (a-l). Decide which text goes best with which situation. Each text can be used only once. Mark your answers on the answer sheet (11-20).

In some cases there may be no suitable text. Then mark x.



1. A friend wants to spend a holiday learning to handle a small boat.
2. You and your partner are looking for catering jobs where you can live together in one place.
3. You are a cook and are looking for a job with accommodation in a small hotel.
4. Your friend can cook Italian food and is looking for a job in an English pub.
5. You are looking for a quiet hotel where you can organize a training seminar on a Saturday.
6. You want to do catering training in England.
7. You are looking for a hotel for a romantic weekend with your partner.
8. Your parents want to spend a holiday in the countryside not far from London.
9. You have been asked to find a hotel with facilities for large meetings and dinners.
10. A colleague with a lot of experience in the catering business would like to help to run an English hotel.

A. WHITE HOUSE HOTEL

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C. THE WILMSLOW GOLF CLUB

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D. THE CHEQUERS INN in Wooburn Common

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- **info@thechequersinn.co.uk**

E. The Highland Hotel

- Period hotel in 2 acres of lovely grounds near Edinburgh. Outdoor swimming pool (summer only) and boat hire possible. Ideal for touring in beautiful countryside, whisky tasting. Seminar arrangements for small groups on offer during the week
- **www.highlandhotel.com**

F. Wallford Hotel

- Well-maintained Victorian hotel centrally situated close to the sea
- Picturesque private harbour with sailing school in walking distance
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- Entertainment in season
- ***info@wallfordhotel.com***

G. Pendower Beach House Hotel

- Family-run hotel near St. Mawes, Cornwall seeks responsible self-motivated Chef for restaurant seating 40. Experience of working in a small team and producing high quality food advantageous. Hotel flat available.
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H. ASSISTANT BAR/RESTAURANT MANAGER

To assist owner in running of busy country pub and restaurant in South Warwickshire.

-Also-

SECOND CHEF

with knowledge of Mediterranean and Traditional Cuisine. Minimum three years' experience.

Contact Darren on

01295 690270

I. Elmfield Hotel, Wimborne, Dorset

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- **www.elmfieldhotel.co.uk**

J. QUARLTON MANOR FARM

- 17th century farmhouse set on its own 20 acres with spectacular views.
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K. Assistant Manager

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L. Are you considering a career in food and beverage management?

- We offer a management training programme for hardworking individuals with relevant tertiary qualification, strong organisational and excellent personal skills as well as ability to work long hours under pressure. Placements in London hotels.
- Please send CV to: h.karlsson@royaloverseasleague.org

Interview Question

1. Why were you interested in this job role?

This is a common hotel interview question because the interviewer will want to know why you applied. Most importantly, the interviewer will be looking for staff who are interested in working there for the long term. Managers want hotel staff who want to grow with the company.

Example Answer: Since leaving school, I've been interested in working in a hotel so I was really interested when I saw this vacancy. As you've seen from my CV, I've held other types of [front-of-house jobs](#) and I believe I have the experience and skills to put myself forward for this job.

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2. What do you think the roles and responsibilities of this job are?

The interviewer will want to see if you've read the job advert properly and not just applied because you were interested by the salary. Before the interview, read over the job advert. It's a good idea to try and remember what they're looking for because you can use it to create example answers and show you're a great candidate.

Example Answer: As a hotel receptionist, I expect the job responsibilities to include: helping guests check in and out, I will be answering the phones and helping guests with any queries or problems they have. As it's a front-of-house position, the receptionist is the first-point-of-contact for anyone visiting the hotel so they need to be at their best at all times.

3. What is a concierge?

There are specific job roles you will only find in a hotel and some interviewers will be interested to see how much you know about hotels and how they work. Spend the time to research and understand the different hotel jobs.

Example Answer: A concierge is responsible for helping guests book tours and trips, they can give advice on the best places to visit.

4. Why do you want to work at this hotel?

Your interviewer will want to know why you've expressed interest in working with them. Is it because they're a world renowned hotel chain? Do you like how it's an independent hotel and has its own personal charm? Before you go to the interview, make sure you have an answer prepared for this question, it's a very common question.

Example Answer: As Hilton is a world renowned brand I was really interested in applying for t

he vacancy. I have stayed at the Hilton hotel in London a few times and I've always enjoyed my stay, I appreciate the high quality service it offers.

Reading Competency

Suitable young men and women are invited to apply for places on the one month training course on hotel work organized by the Hong Kong Institute of Hotel Management. Tuition is free of charge and students who successfully complete the course will be offered employment in the Colony's leading hotels.

The Training Course will take place from Monday 21st July to Friday 22nd August, from 9 a.m. to 4.30 p.m. daily, except Saturdays and Sundays.

Applications for places on the course are welcome for students now in their third year at secondary school, who have good knowledge of English, and have interest in hotel work.

Application forms may be obtained from:

The Hong Kong Institute of Management, Box 948, The South China Times.

The closing date for applications is April 29th

What requirement is needed by an applicant to apply for the hotel work training?

- a. Able to speak Mandarin
- b. Secondary school graduate
- c. Good knowledge of English
- d. Reputable university graduate
- e. 2-year experience in hotel work

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- a. Free tuition
- b. A further training course
- c. Jobs in big hotels in the colony
- d. A chance to stay in the colony's leading hotels for one month
- e. Membership of the Hong Kong Institute of Hotel Management

- **URGENTLY REQUIRED**
- **We are an Air charter Company, seeking for: Executive Secretary**
- **Ø Female, Single, Max 25 Years Old.**
- **Ø Min D3 from reputable Secretarial Academy.**
- **Ø Min 2 (two) years experience in the same field.**
- **Ø Speak excellent English both oral and written**
- **Ø Has a very strong skill in computer such as: Power Point, Excel, Word, and**
- **Ø Outlook.**
- **Ø Good interpersonal, outgoing and good communication skills.**
- **Ø Can work in a team.**
- **Ø Energetic, dynamic, creative and flexible.**
- **Ø Good at doing secretarial tasks, such as office administration, scheduling**
- **Ø directors meetings, task planning, etc.**
- **If you feel that your qualifications matched with the above requirements, you**
- **are kindly invited to send your application together with a curriculum vitae and your latest picture to:**
- **HR-D Department PT. Global Mandala Ksatria PO Box 132t6 JKS 12015 orhrd.goldeneqq@smail-com**

What is the text about?

- a. Requiring a qualified secretary
- b. Looking for an exclusive secretary
- c. Looking for an exclusive secretary
- d. Promoting an Air charter company
- e. Offering a job as Executive Secretary

What requirement is mainly needed?

- a. 3 years experience
- b. S1 degree
- c. Able to work individually
- d. A woman over 25 years
- e. Good at English

Hellidon Lakes Golf and Spa Hotel

- Hellidon Lakes Golf and Spa Hotel is a truly splendid resort hotel set in 220 acres of delightful rolling countryside on the borders of Warwickshire and Northamptonshire. All 110 bedrooms and suites are tastefully furnished and well-appointed with many having wonderful views of the beautiful surrounding countryside and 27-hole golf course.
- The hotel has two restaurants to cater for appetites sharpened by the fresh air the award winning Lakes Restaurant overlooks the lakes (dress code applies) or for a more informal dining experience try The Terrace where a bistro menu is available. After dining you can relax in the comfortable lounges with a drink or have fun in the four lane ten pin bowling alley - a particular favorite with families.
- The hotel boasts superb Reflections Spa and Leisure facilities to refresh and relax you including a heated indoor swimming pool whirlpool spa and steam room 40 station gymnasium sunbed and the Spa featuring a tempting choice of beauty treatments for the ultimate in pampering (please book all treatments in advance).
- We look forward to welcoming you to Hellidon Lakes Golf and Spa Hotel soon. Make sure you bring your laptop as Hellidon Lakes Golf and Spa Hotel now offers free internet access throughout the hotel.

1. How many bedrooms are provided in Hellidon Lakes Golf and Spa Hotel?

A. 100 B. 110 C. 220 D. 330

2. How many restaurants are there in the hotel?

A. 1 B. 2 C. 3 D. 4

3. How many holes golf course are there?

A. 25 B. 27 C. 29 D. 40

4. What can you do after dining?

A. You can go to golf course.

B. You can see the the movies

C. You can relax in lounges.

D. You can go to casino.

5. What are Spa and Leisure facilities?

A. whirlpool spa and steam room

B. swimming pool

C. gymnasium

D. Thai massage

6. Is there any free internet Wi-Fi service?

A. No, you have to pay.

C. Yes, There is.

B. No, there is not.

D. Yes, There is only are access at Lobby.

7. What is the appropriate word for the item on the picture below?

A. mini-bar

B. reception

C. room service

D. restaurant

8. What is the appropriate word for the item on the picture below?

A. bar

B. tennis court

C. fitness room

D. lobby

Reference

- "<https://www.thebalancecareers.com/hospitality-job-titles-2061496>"<https://etcltd.com.au/how-find-job/hospitality-jobs/#:~:text=https%3A//www.thebalancecareers.com/hospitality-job-titles-2061496>
- <http://portal5.udru.ac.th/ebook/pdf/upload/18rHvR3p8bHpZ1ARrfVZ.pdf>