

LESSON PLAN
Tourism (hotels and tour operation)

High School	Colegiul Economic 'F.S.Nitti ', TIMISOARA
Level	Intermediate
Area	Tourism (hotels and tour operation)
Authors	Teachers: Luminita Cheveresan, Adraina Pau, Carmen Erdelean Students: Berendi Adina, Blaga Daniel, Cana Medi, Chifor Virginia, Chis Andrei, Ciodaru Maria, Cristiu Cristina, Dan Alexandru, Danila Artemiza, Dita Cristina, Iotcov Diana, Iurek Andrei, Kraemer Nicoleta, Lazar Alexandru, Mihaescu Ramona, Olaru Nicoleta, Petrov Svetlana, Popescu Ana Maria, Rosu Ana, Sauca Cosmina, Stoi Viorica, Trifa Alin
Time	2 hours class teaching plus 6-8 hours independent work

ROUND THE CLOCK...ROUND THE WORLD
Collection of materials for teaching English for tourism 2005

UNIT - ROUND THE CLOCK...**LESSON 1. Getting Employment in Hotel Industry**

Focus: *Employment file of students in F.S.Nitti College*

LESSON 2**GETTING EMPLOYMENT IN HOTEL INDUSTRY****BIBLIOGRAPHY:**

- *Avram, L., Chevereşan, L. V., Gherghinescu, L., Ionescu, R., Lupu, M., Sylvestrovich, W., Szatmari, S., Mierluţiu, M., Murariu, M., 1996, *Mind Your Own Business English*, Bucureşti: Steaua Procion, p 29 Letter of application, 48-49 Resume
- *Ashley, A., 1993, *A Handbook of Commercial correspondence*, EL-BS, Oxford: OUP, Chapter 16, p 275, Personnel appointments
- * *Bridge, Laura, Vanni, Angela*, 1995, *Business English for Europe*, Milano: RCSLibri & Grandi Opere, Chapter 9, "Job Applications", p 128-142
- *Chevereşan, C., Chevereşan, L.V., 2000. *Functional Literacy. Writing*, Timişoara: Mirton, p 29, 35, 36, 38, 39 "Letters of Application -for jobs", p 38 CV, p 37, 175-78 "Application forms – for courses", p 40, "Letters of Referral", p 39 "Letters of reference/recommendation", p 40-41 "Certificates"
- *Duckworth, Michael, 1993. *First Class- English for Tourism (WB)*, Oxford: OUP, Unit 20, p 60 "Job advertisements and letters of application"
- *Emmerson, Paul, 2004, *email English*, Oxford: Macmillan, p70, 83 Job application
- ***, 2002. *English Dictionary for Advanced Learners*, Oxford: Macmillan Ltd., LA 20, "Language Awareness - Business English general instructions about letter writing, CV, e-mails
- ***, *European Curriculum Vitae Format*
- *Jacob, Miriam, Strutt, Peter, 1977. *English for International tourism*, (CB) London: Longman, p13 "How to write a CV", p 14 "Model CV", p15 "Model job offers", p16 "Covering letters"
- ***, *Say What You Mean*, Collection A. Ballantras: pp 65-67 "Applying for a Job", pp74-75 An employment interview.
- ** Scott, T., Holt, R., 1991. *First Class-English for Tourism (SB)* Oxford: OUP, p 84 Unit 20, p 94 Job interview

PRELIMINARY ACTIVITIES

1. Let's start with some pleasant introductory activities. Answer the questions in the "Job" Questionnaire in *The Q Book*, p 63.

(Sample question: I'd like to work where there is concern for: people's health or appearance/ people's physical safety or security/ the management of finance).
Add questions with hotel activity/tourism in mind and ask your colleagues to answer them. Discuss in class.

2. Repeat the procedure with the "Behaviour" Questionnaire in *The Q Book*, p 67.

(Sample question: I cannot say *no* and my schedule is normally crowded.)

3. This time, apply the "Test your powers of hypocrisy" Questionnaire in *The Q Book*, p 112, to potential employers. (Sample question: Do you think it is a good idea for *you* to give school leavers training and practical experience?)

Discuss the results with them, with your teacher(s) and with your colleagues.

References:

Morgan, John, Rinvoluceri, M., 1988. The Q Book, London: Longman

4. The first step in finding employment is learning about a job. JOB

ADVERTISEMENTS generally contain: name of and type of company, business sector of company, posts offered, necessary requirements and qualifications, benefits the company offers, advantages the positions have, disadvantages the positions have, contact details.

4.1 Study job advertisements in local newspapers and magazines. Write down examples of typical words/phrases/constructions in them.

5. The second step is writing a LETTER OF APPLICATION. Other names for letters of application are letters of intention or cover (for CV) letters. In very broad lines, **letters of application contain** an introduction explaining how the applicant got hold of the information about the position offered, an expression of interest in the position, reasons for applying, description of relevant (work) experience, mention of languages spoken and other special skills, expression of availability, hope of personal interview and of favourable reply, indication of enclosures.

5.1. Study sample application letters in the reference material indicated for this section and in your teacher's course portfolio with additional authentic materials.

6. Read the Job advertisement prepared by "Best Time Pension" to be placed in *Publitim* and the **letters of application** two students have written applying for summer jobs.

Do you think they were hired? Why?/Why not? Do you think the potential employers read their CVs or were they satisfied with the letters only? Motivate your answer. Do you think they were invited for an interview or not? Justify your answer.

JOB ADVERTISEMENT

BEST TIME PENSION.

Accommodation and full-board.

Great opportunities for enthusiastic beginners.

High-season chambermaids, waiters

If you are unemployed or looking for a summer job, we can offer you:

An exciting new opportunity
with further full-time employment prospects,
guaranteed minimum income, free meals,
job recognition and security.

No experience necessary.

Initial preliminary in-service training for beginners.

If you are of neat appearance, over 16 years,
quick, tidy, reliable, ready to start work,
phone Ms. Slabu Alexandra, BEST TIME PENSION, Str. Corbului 7C, Timisoara,
Tel/Fax: 0256/490980

or apply on line at best_age_pension@yahoo.com.
for an appointment, which will be arranged on the premises.

7. Letters of application are necessarily accompanied by **CVs (curriculum vitae) or RESUMES** (unless the company provides special personal data sheets/forms). **Step 3 in applying for a job is writing your CV**, honestly but convincingly. There are several ways in which you can write a CV, but you should not forget elements such as: Personal **details** (name, date and place of birth, full permanent address, nationality, marital status), **Education/ Qualifications/ Achievements** (dates, schools, colleges and universities, subjects, grades), **Work experience/ Career history/ Professional experience** (dates, company name, address, position held, details of position), **Languages and other skills, Activities and interests, Referees.** **Study sample CVs in reference materials** and your resource room collection.

8. Step 4 depends on the potential employer's interest in the candidate. The employer will write a **REFERRAL letter** to the referee(s) mentioned in the applicant's CV, **asking for references.** **Study sample letters of referral in reference materials and your resource room collection.**

LETTER OF APPLICATION

Carani, No 280, Județ Timiș

May 25th, 2004

Best Time Pension
Str. Corbului 7C, Timișoara,
Tel/Fax: 0256/490980

Attn:
Mrs. Alexandra Slabu
Reservation Manager

Dear Mrs. Slabu,

I am applying for the position of chambermaid which was advertised in *Publitim* No.745/May 23, 2004.

I have never had a job before, but I have already had some basic training and practice in different sectors of hotel industry during our practical training classes at The Economic Highschool/Tourism profile. I like order and tidiness very much and I think I could be of real help in your pension. I have enclosed a resume and I would like to schedule an interview as soon as possible: I am free every afternoon, starting with 14.00h. I can start work on June 15, when classes are over.

I look forward to discussing my application with you.

Sincerely yours,

Viorica STOI

LETTER OF APPLICATION

Cladova, No 122, Judet Timis
Tel. 0256/278346

May 25th, 2004

Alexandra Slabu
Best Time Pension
Manager
Str. Corbului 7C, Timișoara,
Tel/Fax: 0256/490980

Dear Mrs. Slabu,

The advertisement in *Publitim* No.745/May 23, 2004, for summer jobs for waiters has drawn my attention. Although I am relatively inexperienced, as I have never worked in a real restaurant before (only as a part-time bartender at a student's club, for two months), I think I can offer your pension my dedication of "enthusiastic beginner".

As a XIIth-former at the High school of Economics nearing the Baccalaureate examination, I have considerable theoretical training in different sectors of hotel industry. I have also just obtained my Professional School-Leaving Certificate (Atestat) in Tourism. I am a hard-worker, healthy and strong enough, I can work under pressure and I am certain I can adapt fast to new conditions and people. Although inexperienced in the work of a waitress, I am reliable and a good team-worker.

I have enclosed a resume. Please let me know if I am granted an interview in the near future. I can meet you whenever you are available, after June, 1, 2005.

I look forward to discussing with you at your earliest convenience,

Sincerely yours,

Ramona Mihaiescu

9. Step 5 – Referees write **LETTERS OF RECOMMENDATION**/references proper, or fill in Confidential Evaluation-of- Applicants' forms provided by the company/institution requiring the references, similar in form with the following model: Please complete and mail this evaluation to the address below ... : Preliminary data: Name of applicant, Address of the applicant, Position/institution of applicant, Job applying for. Contents: detailed characterization of applicant. Date, Name of referee, Position, Institution, Signature).

Study sample letters of recommendation in reference materials and your teacher's collection.

10. Remember that **CERTIFICATES** (of studies, of attendance, etc.) can also offer evidence of an applicant's achievements, background, experience. Study sample certificates in reference materials and the collection in your resource room.

11. Step 6 for selected candidates is the **JOB INTERVIEW**. Study/listen to sample job interviews in reference materials and the collection in your resource room.

12. The next activity is a **MODEL PERSONALISED CASE STUDY**.

It starts with the presentation of a job advertisement placed in the media (*Agenda* No.19, May 2004) and online (e-mail cenittim@xnet.ro) by our NITTI Youth Hostel, advertising several positions.

The case study exemplifies the steps in getting employment presented above, following the course of Ana Rosu's application for one of the positions advertised, that of Head Receptionist.

Study attentively the materials presented.

References:

***, 2002. *English Dictionary for Advanced Learners*, Oxford: Macmillan, LA 20, Language Awareness - CV .

JOB ADVERTISEMENT

N I t t i boarding-house and youth Hostel

A homely, pleasant and quiet 25-bedroom hostel

offering comfortable accommodation at incredible low prices to groups of high school students and teachers

as well as conference facilities for educational activities

(courses/contests/meetings/training sessions/workshops/ trade fairs of virtual firms/ tours, other activities)

situated within a pleasant garden in the central area of Timisoara,

**requires a
HEAD RECEPTIONIST**

to join our young and enthusiastic front office team.

You must have

good knowledge of hotel activity flow, from reservation, through check-in, to check out, excellent social and communication skills and manifest a high level of guest care, a friendly and happy disposition..

Computer experience and fluency in at least 2 foreign languages

– English, Italian preferred – are basic requirements.

Previous experience of front office work, and a diploma from an economic college or vocational school are advantages.

In return we offer a motivating salary, further in-service training and live-in accommodation if required,

the opportunity to join a well-trained and companionable young team, pleasant to work with.

Please forward Curriculum Vitae to the Nitti Hostel Personnel Manager, Adina Berendi,

NITTI Youth Hostel, Str. Corbului 7C, Timișoara, Tel/Fax: +40-0256/490980, email cenittitm@xnet.ro.

CURRICULUM VITAE

Personal details

Name: Ana Roșu

Address: Str. Cucu, nr 4, Timisoara, 300456

Tel: 0256-663582

Email: rana@hotmail.com.

Nationality: Romanian

Date of birth:12/10/86

Marital status: Single

Personal profile

I am hard-working, reliable, well organized, and used to working long hours. I have a friendly disposition and I like to be helpful.. I also have very good communication skills. I can work comfortably as part or leader of a team but also on my own and on my own initiative.

Key skills

Fluent in English (all skills) and acceptable speaker in Italian
Familiar with computer operation - Microsoft Word and Excel

Self-motivated and reliable communicator

Efficient problem-solver, good decision-maker and complaints-solutioner

Able to prioritize tasks and organise my work under pressure

Work experience

Jan 2005 – Present Receptionist in the “Best Time Pension”, Timisoara, Romania, (part-time),

Duties included making reservations, processing guests’ personal data and all reservation documents, check-in/check- out responsibilities, responding to enquiries.

We also require a CONFERENCE and EVENTS COORDINATOR an enthusiastic person to handle conference requirements

(trade-fairs, workshops, meetings, training sessions, contests, other educational events) as leader of a friendly team based at our prestigious Nitti Youth Hostel, permanent collaborator of I.S.J.S-Timiş and ROCT –The Romanian Centre of Training Firms.

Applicants will need to have (inter)national conference/exhibition/trade fair organising experience

and the ability to liaise at all levels.

University degree in economics preferable.

Being a graduate from economic vocational or high-schools is an advantage.

High-level computer and foreign language skills are musts.

Working conditions, salary, and benefits are excellent.

Interested applicants with relevant experience should write and send a CV to

Adina Berendi, NITTI Youth Hostel, Str.

Corbului 7C, Timisoara,

Tel/Fax: +40-0256/490980, email

cenittitm@xnet.ro.

We offer several other careers in hotel and restaurant administration.

We require a **part-time assistant** for our new **hotel** souvenirs, gifts and stationery **shop**,

a part-time **assistant accounts clerk**, a **cook**, two **waiters**, **cleaning personnel**.

Experience would be preferred but it is not essential,

as **full training will be given.**

Part-time jobs can become full-time jobs.

Evidence of a good education (preferably in related profiles) would be an advantage.

Applicants should be prepared to work hard, long hours or at weekends, be healthy, spontaneous and serious.

Principal requirements:

integrity, dedication, enthusiasm and intelligence, a genuine desire for a career in the department chosen.

Sept 2002- April 2004 Accountant for virtual hotels belonging to our School Training-Firms, Timisoara, Romania
Duties included book-keeping.

July- August 2003 Assistant-Receptionist in the “Best Time Pension”, Timisoara, Romania

April 2003 One month placement in the Hostel of „Istituto Technoco commerciale”, Potenza, Italy

August 2002 Front-office clerk in „Tiara Hotel”, Timisoara, Romania
Duties included reservations, check-in, check-out.

Education

2001-2005 Economic College „F.S.Nitti”, Timisoara/Tourism Profile. Professional certificate (Atestat) and Baccalaureate Diploma (Romanian, Maths, English, Hotel structure and organisation)

1993- 2001 Secondary and Primary School, Scoala Generala 22, Timisoara

July 2003 Course „Catering and Hotel Management” , Timisoara Chamber of Commerce - Association of Hoteliers and Caterers, Timisoara

Interests

Travelling, reading, listening to music, computer drawing

References

Available on request

Owing to continued expansion, excellent promotional prospects exist.
Salary commensurate with ability and experience.
For a friendly, informal interview, telephone Artemiza Danila, administrative assistant, Str. Corbului 7C, Timisoara, Tel-Fax: +40-0256-490980

APPLICATION LETTER

Str. Corbului 7C,
Timișoara,
Tel/Fax: 0256/490980

Adina Berendi
Personnel Manager
The Nitti Youth Hostel
Str Corbului 7C,
Timișoara,, Judet Timis
Tel/Fax: +40-0256/490980,
e-mail cenittitm@xnet.ro

25 May 25 2004

Dear Ms Berendi,

I am writing in reply to the advertisement for the post of Head Receptionist which you placed in the local weekly *Agenda* No. 19/May 2004, and also on line (cenittitm@xnet.ro). I greatly enjoy working in front office and taking care of guests, and would welcome the opportunity to take on special responsibility by working for a hostel specialised in services for students and teachers.

As you will see from the enclosed CV, I have an Economic College/Tourism Profile Diploma, and I also completed in parallel with college studies, a course in „Catering and Hotel Management” offered by the „Timisoara Chamber of Commerce - Association of Hoteliers and Caterers”, for winners of Student Training Firms Competitions. While still at school, I worked full-time in virtual hotels belonging to our School Training-Firms and part-time, during summer holidays, in a number of hotels and pensions in Timisoara.

For the last six months I have been working as a receptionist in the Best Time Pension, Timisoara, , where I gained valuable experience of dealing with a wide range of guests and working with computers and hotel documents..

I have good knowledge of English (all four basic skills- speaking, reading, listening, writing) and I also speak a little Italian, that I learnt in school, as our school has a long-lasting partnership with a similar college in Italy/Potenza, where some of us went last year on a student exchange and worked in their school hotel for a month.

Mrs. Luminita Cheveresan, Colegiul Economic F.S.Nitti, Timisoara, my teacher of English at school and Programme-co-ordinator of the “E-for WoW!” vocational English programme, can offer references about my work. Mrs. Carmen Erdelean and Mrs. Adriana Pau, special subject teachers in the same school, can also offer references.

Please let me know if I am granted an interview in which I can explain more fully my qualifications. I would be available from May 25th.

I look forward to hearing from you.

Yours sincerely,
Ana Rosu

REFERRAL LETTER

Dear Mrs. Cheveresan

The person whose name appears on the attached sheet has applied to the Youth Hostel Nitti for a Head Receptionist position. The candidate has named you as one of several individuals who might be willing to provide the NYH with a letter of reference.

We would be grateful if you could send directly to us your evaluation of the candidate as an individual, as a student, as a team-member in training activities in school and as a potential employee. Please write as fully and frankly as you wish, your evaluation will of course be treated confidentially.

Your comments may be made on your own stationery or on the attached form. Because your reference must be photocopied for administrative purposes, please be sure that your print is clear. Kindly write on only one side of the page and use additional sheets if necessary.

Please sign and date your comments and send them as soon as possible to the address provided below.

Sincerely yours,

Adina Berendi,
Personnel Manager

Enclosure:
Nitti Youth Hostel
The Nitti Youth Hostel
Str Corbului 7C,
Timișoara,, Județ Timiș
Tel/Fax: +40-0256/490980
e-mail cenittim@xnet.ro

13. Imagine you are the administrative board at Nitti Youth Hostel. Discuss Miss Ana Rosu's file. Role play a job interview with her.

14. The next activity is the PERSONALISED CASE STUDY of Miss. Medi Cana, applicant for the position of Conference and events coordinator advertised in the advertisement presented in Activity 9. The materials in this exercise are incomplete. Identify them, study them and fill in the blanks with the appropriate elements.

FOLLOW UP ACTIVITY

Choose one of the other positions offered in the job advertisement placed by the Nitti Youth Hostel in the media, apply for it and collect the necessary documents for your employment file.

Write your CV and application yourself.

Ask your classmates to write the other documents for you. You will do the same for them.

14.5. _____

Nitti Youth Hostel
Str Corbului 7C,_____
Tel/Fax: +40-0256/490980
e-mail cenittitm@xnet.ro

May, 28, 2005-02-07

Adriana Pau

Str Corbului 7C,
Timisoara, 300239, Judet Timis
Tel/Fax: +40-0256/490980,
_____**Ref: referral**_____ **Ms. Pau,**

Miss Medi Cana has _____ for a Conference-and-events-coordinator
_____ in our company. The candidate has _____ you as one of several
persons who could _____ us references in _____ of her application

As we are _____ an educational institution _____ a representative hotel and
tourism training company we need to be extremely _____ about selecting our
_____. In consequence, we would _____ appreciate a frank _____ of
our candidate, as far as her _____ and _____ qualities and skills are
concerned. Please refer also _____ her organisational and leadership qualities. Your
evaluation will be considered _____ and we would appreciate a sincere
personal and considerate _____.

We would be grateful if you _____ fax, mail or e-mail yor answer as soon as
_____, as it is an important part of our _____. Please send the _____ and
dated comments to the address provided.

Sincerely yours,

Adina Berendi,
Personnel Manager

14.6. _____Colegiul Economic „ F.S. Nitti”
_____Timisoara, 300239, Judet Timis
Tel: +40-0256/490980
E-mail: cenittitm@xnet.ro**Name of _____: Medi Cana**

_____:

Position applied for: _____ and event coordinator

I am writing in _____ of Miss Medi Cana’s _____ for a conference and event _____ in the Nitti Youth Hostel. Miss Cana has _____ my student for two years and we have also been working _____ at the Virtual Firm Deco Art, _____ activity I coordinate. _____ to her good organizational skills and professionalism, Miss Cana was _____ in a senior position (assistant manager). She _____ Romania at the International Fair of Training Firms Zagreb 2004, organizing the _____ of her firm, and she also was a member of the team who _____ the First International Fair of Training Firms in Romania, ROTIFE – Timisoara 2004.

Due to her intuition, spontaneity, reliability, dedication and _____ of ideas, to her being a fast and enthusiastic _____, she was included in the British Council-initiated _____ English for the World of Work, in which we have also worked together. She had a significant _____ to the development of the project, taking initiatives and working without needing permanent _____. Her _____ are effective administration and thorough follow-up, commitment, good problem-_____ and _____-making. She works well in a _____ and _____ her tasks with enthusiasm and efficiency. She handles her responsibilities in a mature and forward-thinking _____.

Miss Cana has good command of _____ languages, especially English and also good computer skills. I recommend Medi Cana for the position of Conference coordinator _____ highly.

Adriana Pau

_____ of the College of Economics, Timisoara
Member of the E for-WOW Interdisciplinary Project
