**Jobs In Tourism - Part 3**

*Overview*

There are many positions in the field of tourism, either in transportation or entertainment. Here are some additional examples .

**A** **pilot** is a person who flies a plane.

**A flight attendant** is a person responsible for the safety of passengers on the plane. Flight attendants give safety instructions. They also welcome passengers, help them find their seats and serve food and drink. They take care of disabled passengers or parents with young children.

**A ground steward/stewardess** works at the airport. They are also called ground attendants or passenger service agents. They help with check-in, verify passengers` documents, book and sell flights and give information about flights.

**A baggage handler** is someone who takes bags and suitcases on and off planes.

**A guard (UK) or a ticket collector (US)** is a person who checks tickets on the train and helps passengers get on and off the train. Guards are in charge of the safety of the train, lock doors and respond in case of fire or emergency.

**A captain** is the person in charge of a cruise ship. He makes sure the ship sails safely. All the people who work on a ship are called **a crew.**

**A purser** is a person in charge of financial matters on the ship as well as of guest service. Pursers have a desk at a central location of a cruise ship. They are a combination of Human Resources Manager, Finance Manager, Purchase Manager and Travel Manager. They take care of payrolls and staff training but also buy all the food and drinks onshore. They also organise activities for passengers. If passengers have a complaint they talk to the purser. It is a very complex job.

**Amusement and recreation attendant** works in a theme park, helps visitors fasten their seat belts and have a safe ride, sells and verifies tickets and sells refreshments.

**A warden** is a person in charge of a game park (natural reserve).

**A hotel animator** encourages guests` participation in activities, organises daytime and evening activities and events, sings and dances in shows.

**A pool lifeguard** makes sure all the guests are safe in the pool and responds to emergency situations quickly.

*Reading*

Read the following job description. Find synonyms for the words or expressions in bold.

The job of a purser

The purser on a cruise ship is a staff member in charge of financial matters onboard (= on the ship).  Duties include supervising purser staff, **overseeing** payroll, managing crew members' visa and work permits. A purser also plans and **conducts** games, tournaments and parties for guests.

What was traditionally called the "purser's desk," now is typically called "guest services," "guest relations," "passenger services" or simply the "reception desk." The purser's desk is in the main lobby or atrium of the ship. Passengers visit the cruise ship purser to attend to matters of their accounts - changes of the credit card, lost stateroom key cards or simple requests for assistance, much the same as a land-based lodging guest would utilize the front desk in the lobby of their hotel.

The word "purser" derives from purse, making a "purser" a holder or maker of purses (= funds). Its origin is similar to the Latin-derived "bursar," who is often in charge of financial matters at land-based institutions like universities.

The purser is considered as one of the highest positions on a cruise ship. Their work place is very convenient and friendly. Pursers often work under time pressure because they often work on the **concerns** of the customers. However, a creative and dynamic person can enjoy the tasks of a purser for they are the ones responsible for thinking up entertaining activities for customers. Pursers often work long hours. They work for 8-10 hours a day **to secure** that everything is going well on the cruise.

*Listening 1*

Listen to the description of the job of a flight attendant at

<https://www.youtube.com/watch?v=AqVnXv-hnzU>

Answer the questions:

1. What are the main responsibilities of a flight attendant?
2. What are formal education requirements for the job?

*Listening 2*

Listen to people who work as ground staff at

<https://www.youtube.com/watch?v=HTHkzfTPSkc>

Answer the questions:

1. How did the young man who works as a ground steward help an elderly lady who could not speak English?
2. Why is it physically demanding to work as a ground attendant?

*Listening 3*

Watch a video about the job of a guard in the UK

<https://www.youtube.com/watch?v=q0w_p9dOAaY>

Answer the questions:

1. What are the responsibilities of a guard?
2. Does the young guard work full time or is a volunteer?
3. What sort of train does he work on?
4. In which part of Britain does the train operate?