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Unit 14 — Hotel Management

Reading: Hotel Management

A job interview:

Owner: Good morning and thank you for coming in today Mr Jones. I must say I am very impressed with your CV.

Mr Jones: Thank you. It is a pleasure to be here. I have always admired this hotel.

Owner: Well, lets get down to business. I see that you are currently the operations manager at the Kingfisher.

Mr Jones: Yes, that is correct. I have been in this position for five years now.

Owner: Could you tell me a little about your responsibilities?

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Thank you for your interest!

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Discussion Questions

What personal qualities should a general manager have?

What do you think are the advantages and disadvantages of working in hotel management?

Which of the responsibilities mentioned in the text would be the most difficult for you? Why?