

Week 5

Company and Job Profile

Ask students to talk about the company where they would like to work next summer (Company Profile). Each student will present this company.

1. They must describe the company.
2. They must also talk about the job they would like to have and explain why they are suited for this job.

Air Canada Vacations

Air Canada Vacations is the company Audrey chose. She was interested in being a travel agent. As she had mentioned during a previous session that being a flight attendant was also interesting, I selected and improvised a set of questions on both these careers.



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Career: Flight Attendant

It's not all fun and games as a Flight Attendant. Describe a time when you left a job because things weren't working out. What happened?

Handling difficult passengers

Why do you think some passengers take their frustrations out on cabin crew, even though the cabin crew are trying to help them? (Can

you relate it to your own experiences with customers ? Give one example).

Cabin Crew child's play

If, for example, there are 60 children on the flight, but you only have 40 toys. How would you deal with this situation?

*« Flight attendants' primary responsibility is to make sure safety regulations on airplanes are followed. They also do what they can to make sure passengers are comfortable during their flights. »**

Career: Flight Attendant

Sources

*http://careerplanning.about.com/od/occupations/p/flight_attend.htm

Interview questions:

<http://www.newflightcrew.com/FlightAttendantInterviewQuestions.html>

Picture:

<http://www.google.ca/imgres?q=flight+attendant&cum=1&chl=fr&biw=1144&bih=692&ctbm=isch&ctbnid=sFO9PrOFEb0LM:&imgrefurl=http://allthing-scool.wordpress.com/2007/04/24/hottie-flight-attendants/&do-cid=I8b9ZCU9M0OQM&cw=385&h=500&ei=-BePTuCeOaf->

A member of your Cabin Crew is being rude

What would you do if you saw one of your Flight Attendant colleagues being deliberately rude to a passenger?

Flight Attendant Diplomacy

What would you do if a commercially important passenger complained that another commercially important passenger is snoring too loudly behind him?

Pray you know the answer

What would you do if the seat belt signs were on and the aircraft is about to take off, but a passenger insist that he has to kneel down to conduct his prayer due to religious reasons?

Career: Travel Agent



Travel agent : a person engaged in selling and arranging transportation, accommodations, tours, or trips for travelers.

Interview questions

Describe yourself.

A Travel Agent who has extensive personal travel experience is an asset. Tell me about your travel experiences. Where have you traveled to? List the destinations and how much time you spent in each location.

How did you research the destination before you arrived?

Describe the education, diploma, certification and license that you hold related to being a Travel Agent. For example, Certification with the Canadian Institute of Travel Counsellors (CITC), college diploma or vocational training in travel or tourism, etc.

Attention to detail is important when booking travel arrangements. How do you ensure all the details are taken care of and no mistakes are made when making travel arrangements?

Why should we hire you as our Travel Agent?

What kinds of computer systems related to travel can you operate?

Knowledge of a second language is a plus as a Travel Agent. What languages do you speak besides English? What is your level of proficiency?

Our travel agency understands that while making sales targets is important, it is more important to create long-term relationships with customers. How do you create and maintain return customers?

Career: Travel Agent

The questions selected (for both careers) are excerpts from authentic situations (travel agent interviews in English). The flight attendant interview questions chosen are more informal; they require reflection and originality, I asked them at the end of the tutoring session.

Sources:

Definition

<http://www.merriam-webster.com/dictionary/travel%20agent>

Interview questions

<http://blog.hrinmotion.com/2009/06/22/travel-agent-travel-consultant-job-interview-question/>

Picture

http://www.google.ca/imgres?q=travel+agent&chl=fr&biw=1104&bih=627&gbv=2&tbm=isch&tbid=rmBp-knFGVAwCM:&imgrefurl=http://united1travel.com/aboutus.html&docid=Y6ZmbPJy9noAwM&cw=450&ch=300&cei=dhiPTvPKFonE0AHC_4k_&zoom=1&iact=rc&dur=255&page=2&tbnh=121&tbnw=191&start=17&ndsp=15&ved=1t:429,r:5,s:17&tx=131&ty=41

Audrey...

- read about the topic
- Listened to the corrections
- was motivated and willing to participate
- Used various grammatical tenses, structures

Tutor's comments

Student was well prepared and answered all the questions. I explained what "proficiency" meant, as she did not understand the word. She has good language skills, always finds a way to tell a sentence differently when it seems that she doesn't find the right words; she uses the dictionary to find her words instead of asking for a translation, and asks for feedback (when a word has various translations, she asks me if she picked the right one). Sometimes, when she talks about her own experiences, speed and fluency take over and, as a consequence, grammaticality is affected.

Elodie...

- Could have corrected more
- Should have provided a brief description of the job on the « whiteboards » and basic vocabulary
- Was better organized than last sessions (no « blanks » in conversation)
- Still needs to acquire vocabulary related to tourism