

Unit 1: Choosing the best candidate

EDINBURGH CASTLE

Tour Guide Supervisor

Immediate full-time opening for Tour Guide Supervisor

Duties include organising daily tours, conducting tours and supervising tour guides. Must be clear and effective speaker, have strong interpersonal and organisational skills and enjoy working with the public.

Languages preferable.

Minimum 2 years' experience in the visitor industry.

Attractive salary.

A

Name: Steve Fielding

Age: 51

Nationality: British

Native language: English

Marital status: married, 2 children

Work experience:

now working as tourist information centre accounts manager

has worked in tourism industry for 20 years

Skills / interests:

accountancy qualifications

good computer skills

speaks a little French but hasn't used it in a long time

Interview notes:

- *friendly and enthusiastic, seems hard-working*
- *wants this job because wants more contact with people*
- *earns more in his current job than he could in this job*

B

Name: Sandrine Parnet

Age: 34

Nationality: French

Native language: French

Marital status: married

Work experience:

now working as public relations officer for multinational company

worked as a tour guide with groups of children from US travelling in Europe 10 years ago

Skills:

recently finished tourism course (Open University)

speaks English fluently, good Spanish and Italian

good computer skills

Interview notes:

- *wants to change jobs because she wants something more local that doesn't involve travelling*
- *calm and confident (a bit cold?)*

C

Name: Joe Schulz

Age: 25

Nationality: Swiss

Native language: German

Marital status: single

Work experience:

works as tour operator representative in skiing resort in Switzerland in winter

summer – supervises 10 teachers in a summer camp where students learn English and do sports

Skills:

high level of spoken English but low level of written English, some French

some computer skills

studied history at university, very interested in history

Interview notes:

- *very friendly and outgoing*
- *perhaps a bit informal?*
- *if offered job would move to Edinburgh*
- *excellent references*
- *available immediately*