



# Matching tasks

## Listening – Matching task (script)

Man Hi Janet, come in and take a seat.

I wanted to meet with you today because we have a big conference next weekend, and there has been some restructuring recently, so we need to make sure we are clear about everyone's job titles and roles here at the hotel.

Woman Yes, we've had some movement between departments and recruited a large number of new staff in the last month.

Man Exactly, so let's take a look at who's jobs have changed and which areas they have moved to. Firstly let's start with Darren. We redefined his role and gave him some further duties, didn't we?

Woman Yes he's now in charge of all of the major events that are held here, regardless of whether they're booked by international or local companies. Formerly his title was Events Planner, but now his new title has changed to Conference Co-ordinator to reflect the new responsibilities he has taken on.

Man OK, and how about Gina?

Woman Gina started her new role last week as Catering Manager after also being promoted from her previous position as the Banquet Manager, but she is still working in the same department.

Man I also remember that about six months ago we employed someone to oversee all of our marketing and advertising.

Woman Yes, that's right her name is Tracey. She had a week off recently due to some health issues, but everything is fine now and she is back in charge of the department again.



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- Man How about the young guy who looks after all the filming of the events as well as the sound and light displays when the client needs to do presentations?
- Woman Jason is still with us and he's doing a great job. We've had a lot of bookings recently, so his workload has increased considerably since he started. Therefore we'll be recruiting another audiovisual technician to help him out.
- Man Have we had anyone leave in the last month?
- Woman Only Derek who was our Head of Security, but we filled that position within a week.
- Man Finally, that brings us to the Concierge position that was recently vacated. Have we found someone to act as our direct customer liaison?
- Woman We took some time to find someone we thought would be able to cope with the pressures of this role. Because of the direct contact with customers, we thought it important to find the right candidate to fill this position. We did find a woman called Sinea who's re-entering the workforce here in Australia after occupying a similar position overseas.
- Man That's great to hear we have recruited well and retained some of our best performers, thanks for the update.
- Woman You're welcome.