

Answers

A) Match the phrases to the definitions

Based on the context of the article, can you match the words in the box to the definitions listed below? Then add the word into the example sentence. You may need to change the form of the word to fit the meaning of the sentence.

To pick up	Pressing	to put off	overwhelmed
to wind down	to juggle	to take on	to spread yourself too thin
tied up	to bring in	to drop	Snowed under

1. Feeling as if something is too much for you to handle: overwhelmed

*"I am feeling a little **overwhelmed** with my workload at the moment."*

2. To increase in speed, amount or intensity: **to pick up**

*"The summer season is approaching, and business is **picking up**."*

*"The number of visitors usually **picks up** around May."*

3. To deal with many different tasks at the same time: **to juggle**

*"I am currently **juggling** two projects at the moment, so I'm certainly feeling a lot of pressure."*

4. To be busy with a specific task meaning that you cannot do something: **tied up**

*"Unfortunately, I won't be able to attend the meeting later because I'm a little bit **tied up** with this event which is taking place tomorrow."*

5. To try to do too many things at the same time, meaning you cannot pay the necessary attention to all of them: **to spread yourself too thin**

*"We are currently **spreading ourselves too thin** with our huge portfolio of clients. We either need to drop some clients or hire more staff."*

6. To add a new responsibility, task or client to your schedule: **to take on**

*"I decided to **take on** a few new clients in order to earn some extra money."*

*"I'm happy to **take on** that task."*

7. To have so much work to deal with: **to be snowed under**

*"Unfortunately, I will not be able to come on the trip at the weekend. I am completely **snowed under** with work."*

8. To decrease in speed or intensity: **to wind down**

*"My day usually **winds down** at about 4pm, so I should be free for a meeting at around 4.30 if it works for you?"*

*"Business is starting to **wind down** for the Christmas holidays."*

9. Requiring immediate attention: **pressing**

*"As this is a really **pressing** matter, we would appreciate your assistance as soon as possible."*

10. To delay or postpone something (this can be used with events, but it is great to use with tasks): **to put off something / to put something off**

*"We need to **put** this task **off** until next week. We have more pressing matters to deal with now."*

11. To start to involve someone new in a particular activity: **to bring in**

*"We need to **bring in** some staff from other departments to deal with this heavy workload."*

12. To stop doing an activity: **to drop**

*"I need to **drop** this project in order to free up some extra time."*

B) Key Words in a New Context

Preparing For The Summer Tourist Season

Good afternoon everyone, I wanted to have a little chat with you all regarding the upcoming Summer season in our tour company, and how we can organise our city tour guides effectively for a successful season.

Unfortunately, our main guide John can't join us today because he is a little **tied up** with other projects at the moment, but I'll update him with everything that we have discussed in the meeting today.



As you know, the summer season is fast approaching, and we need to be ready for the number of bookings to skyrocket very soon. Last year, we had five times as many tourists during the summer season as during the winter season, and to be honest, we were a little **overwhelmed / snowed under** with the number of bookings that we received. As a result, we received a lot of complaints regarding cancelled tours, and tours with too many people to make it enjoyable. It also had a really detrimental effect on some of our tour guides. Some of them had to **juggle / take on** too many tours and a few of them were almost

suffering from burn-out by the time the season started **winding down / to wind down** in October.

As you know, we are heading into mid-April, and the number of tourists in the city is higher than at this point last year. This suggests that the season is already **picking up**, and we are likely to see a bigger summer season than last year.

Consequently, this is already a very **pressing** issue, for which I think we need an action plan in place by the end of this meeting.

We need to **bring in** at least 6 new tourist guides immediately. Many of our temporary guides from last summer have decided not to join us for this summer due to their bad experiences last year. I am aware that we have a few months before peak season, but we simply can't afford to **put this off** any longer, because we need all guides to be fully trained and to know their tours perfectly within 3 weeks. If visitor numbers continue on the same trajectory, we could already be **snowed under / overwhelmed** by the end of May, and I really don't want that to happen.

Ideally, we need 3 volunteers from you, our year-round guides, to train up 6 new summer guides. You will each receive overtime pay for your work. Who would like to **take on** this task?

C) Comprehension Questions

1. What is going to happen very soon with the number of bookings that the company is likely to receive?
The number of bookings is going to 'skyrocket' - increase rapidly
2. Based on the context of the sentence, what do you think that the adjective 'detrimental' means in paragraph 3?
If something is detrimental, it means that it is very negative and likely to cause harm. We can work out the meaning here by the information that follows in subsequent sentences.
3. What happened to some of the guides near the end of last year's summer season, and what is the main consequence of that for the company going into this new season?
Some of the guides had to juggle too many tours, and as a result they suffered from 'burn-out' towards the end of the summer season. If you suffer from burn-out it means that you become completely exhausted through overwork, to the point at which it can damage your health.
4. What are the 2 main reasons why it is necessary to bring in new tourist guides immediately?
Because some of the tourist guides from last year will not be returning for the new season. Also, it is important to get guides in quickly because they need to be trained effectively.