

RECURSO GRATIS • NIVEL PRINCIPIANTE

# Una oportunidad inesperada

A B1 story about career change, hidden skills, and the courage to enter a room before feeling completely ready.

**SKILLS**

**CHANGE**

**CONFIDENCE**

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## ANTES DE LEER

# Prepare to read

Daniela has worked behind the scenes at a hotel for years. When an emergency reveals her abilities, she must decide whether experience can matter as much as a formal title.

## Think before you read

What useful skills can people develop in jobs that may not appear on a diploma?

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## Reading goal

Notice vocabulary for careers, qualifications, and transferable skills. Track how Daniela's description of herself changes.

## THE STORY · PART 1

# Behind the scenes

Daniela had worked in housekeeping at the Harbor View Hotel for seven years. She knew which elevator became slow during rain and which conference room always felt cold.

Although guests rarely saw her, she understood how every department **coordinated**. A missing towel could become a complaint; a late delivery could delay an entire event.

Daniela kept a small notebook of recurring problems and practical **solutions**. Her supervisor called it 'Daniela's second brain.'

On a Friday afternoon, a pipe burst above the main conference hall. Water began falling less than two hours before a medical association's annual dinner.

The event manager was stuck in traffic, and the maintenance director was repairing equipment on another floor.

Daniela turned off the nearest water valve, moved the cleaning team away from electrical outlets, and asked the kitchen staff for empty carts.

She then identified a smaller ballroom and created a new **floor plan** that fit the tables, stage, and wheelchair-accessible paths.

By the time the event manager arrived, eighty employees were following Daniela's instructions.

The dinner began only fifteen minutes late. Most guests never learned what had happened.

The next morning, hotel director Mr. Lee asked Daniela to visit his office. She assumed someone had complained.

## THE STORY · PART 2

# A position without her name on it

Instead, Mr. Lee thanked her and mentioned an open assistant operations position.

‘You already think like an operations **coordinator**,’ he said. ‘You should apply.’

Daniela laughed because she believed he was being polite. The job description requested management experience, advanced computer skills, and an associate degree. She had completed high school but never attended college.

At home, her cousin Elena helped her compare the requirements with what she actually did. Daniela trained new employees, managed supply shortages, solved scheduling conflicts, and communicated with five departments.

‘Those are **transferable skills**,’ Elena said. ‘Your title does not contain them, but your work does.’

Daniela remained uncertain. She worried that applying would make her colleagues think she was **ungrateful** for her current job.

Her supervisor disagreed. ‘Wanting to grow does not insult the place where you grew,’ she said.

Together, they updated Daniela's résumé. Instead of writing only ‘cleaned rooms,’ she described improving inspection scores and creating a supply system that reduced waste.

She also enrolled in a short spreadsheet course. The application deadline was only ten days away, so she could not become fully qualified overnight.

She applied anyway, presenting evidence of what she could do and an honest plan for what she still needed to learn.

## THE STORY · PART 3

# Entering before feeling ready

During the interview, one manager asked why Daniela wanted to leave housekeeping.

'I do not want to escape it,' she replied. 'Housekeeping taught me to notice systems that other people see only when they fail.'

She described the flooded conference hall but emphasized the team's response rather than claiming she had solved everything alone.

Another candidate had a business degree and more formal **qualifications**. Daniela left the interview proud of her answers but unsure of the result.

Mr. Lee eventually offered the position to that candidate. Then he made Daniela a different proposal: a six-month paid operations **traineeship** with computer classes and weekly mentoring.

The opportunity included no guarantee of promotion. Accepting it also meant moving to a daytime schedule and losing some weekend overtime.

Daniela asked for two days to review the finances with her family. She negotiated a small training raise and accepted.

Her first month was uncomfortable. Emails took her too long, and she sometimes entered meetings without understanding every abbreviation.

However, she also noticed problems others missed. She redesigned supply deliveries so carts no longer blocked a fire exit and created picture-based instructions for multilingual staff.

Six months later, the hotel hired her permanently as an operations coordinator.

The opportunity had appeared unexpectedly, but Daniela's preparation had not. It had been accumulating quietly in every problem she had observed, every coworker she had trained, and every solution she had recorded.

**Sometimes confidence does not come before an opportunity. It grows because we decide to meet one honestly.**

# Words for careers and change

| <b>coordinated</b>         | coordinaban               |
|----------------------------|---------------------------|
| <b>solutions</b>           | soluciones                |
| <b>floor plan</b>          | plano de distribución     |
| <b>coordinator</b>         | coordinador/a             |
| <b>transferable skills</b> | habilidades transferibles |
| <b>ungrateful</b>          | desagradecido/a           |
| <b>qualifications</b>      | cualificaciones           |
| <b>traineeship</b>         | programa de formación     |
| <b>promotion</b>           | ascenso                   |
| <b>confidence</b>          | confianza                 |

## COMPREHENSION

# Read between the lines

## A. Choose the best answer

1. What emergency happens at the hotel? a) A kitchen fire b) A pipe bursts c) An elevator stops
2. Why does Daniela initially hesitate to apply? a) She lacks every skill b) She dislikes daytime work c) She does not meet formal requirements
3. What position is offered first to someone else? a) Operations assistant b) Housekeeping supervisor c) Event manager
4. What does Daniela improve during training? a) Supply deliveries b) Guest parking c) Restaurant menus

## B. Interpret

1. What does the supervisor mean by 'Wanting to grow does not insult the place where you grew'?
2. Why does Daniela emphasize the team's response during her interview?

## C. Write

Choose a job or responsibility you have had. Write 4–6 résumé sentences that show transferable skills rather than listing duties only.

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## ANSWER KEY

# Review and reflect

A. 1. b 2. c 3. a 4. a

## B. Suggested answers

1. Career growth can honor the experience gained in an earlier role instead of rejecting it. 2. She demonstrates leadership accurately and shows that she values collaboration rather than taking all the credit.

## Sample résumé sentences

Coordinated daily priorities for a multilingual five-person team. Trained new employees and created visual instructions that reduced repeated errors. Resolved customer concerns calmly and documented recurring issues. Managed supply shortages while maintaining service standards. Communicated schedule changes across departments.

**KEEP GOING**

Discuss: Should employers value demonstrated skills as much as degrees?