

Tipo de Texto: Testimonies (Written) / Descriptive Text

Mr Fábregas was born in Osorno. When he was a little boy, at the age of 8 his family moved to Arica to seek a better life. He went to High School and graduated with good grades. Then, he learned English in a language institute and started working as a host/bus person for a travel agency. Arica is a touristic city so there is a lot of work in this field!



But being on the road was a big effort. He decided then to find a job somewhere else. He started working in a large hotel where he has been for his last 15 years. During these years, he held several positions. He started as a waiter and then went up the ladder: front desk agent, supervisor, assistant front office manager, nightmanager, front desk manager, director of house keeping, director of rooms and at present, director of operations. He says: "I have learned a lot of things on the job. Doing things is for me the best way of learning".

Alicia came to Santiago from Curicó in 1996 in search of a better life.



"I got a job as a supermarket cashier. I worked hard. I always came to work on time, I finished my secondary studies, I took on extra responsibilities, and I did a good job. But in all those years I never earned enough money. It was very difficult to fit my work schedule to my children's day care and school, and the many errands, appointments, and emergencies that every mother has. But at least I was treated well and had some benefits. Then the supermarket was sold and the new owners were not so nice. First, they forced all the older workers out because their pay was too

high. Then they took away our benefits, cut our wages, reduced our hours, changed our shifts, transferred some of us to far-away branches, insulted us, and mistreated us. I was so depressed and miserable. After eight years of hard work and playing by the rules, I decided to quit my cashier job and joined my sister to give skin care classes and sell cosmetics".