

I.I.S. "A. FARNESE" CAPRAROLA A.S. 2021/2022

LINGUA E CIVILTÀ INGLESE

DOCENTE: PROF.SSA MARIA GRAZIA DE FAZI

CLASSE 4 B

ACCOGLIENZA TURISTICA

PROGRAMMA SVOLTO

Libri di testo:

D.Montanari, R.A.Rizzo, Travel&Tourism Expert, Towards 2030, Pearson
A.Greenwood, A.Zanella, L.Tracogna, N.Mabbott, S.Cochrane, K. Brodey, Cult Smart Essential,
Student's Book & Workbook + Easy book1+ CD studente, Dea Scuola

N.B.Gli argomenti evidenziati in grassetto dovranno essere trattati con particolare cura dagli alunni con debito formativo

GRAMMAR EXPANSION

- **Future forms: Present continuous (future plans)**
- **Future forms: Be going to (future intentions/predictions)**
- **Future forms: Present simple (asking/giving information about time- tables, programs etc)**
- **Future forms: Will (predictions/future facts)**
- Will for immediate or instant reactions
- **Zero and first conditional**
- Unless
- **Second conditional**
- **Present passive**
- **Past passive**

READING STRATEGIES

- ❖ Skimming
- ❖ Scanning
- ❖ Using key- words
- ❖ Intensive reading

LISTENING STRATEGIES

- Fill-in guidato
- Looking for specific information

ARGOMENTI GENERALI E DI SETTORE

Module 3: The hospitality industry

- ✓ **From inns to hotels: the development of the hospitality industry**
- ✓ **Types of serviced accommodation**
- ✓ **Hotel grading**
 - a) **Characteristics of hotels from 1 to 5 stars**
- ✓ **Comparing and selecting accommodation**
 - a) **How to deal with customers' needs**
- ✓ **Conference hotels**
 - a) **Different facilities offered by conference hotels**

SPEAKING & WRITING LAB (how to deal with specific work situations)

- **Taking a booking**
 - a) **On the phone**
 - b) **Via e-mail**
- **Confirming a booking**
 - a) **Via e-mail**
- **Checking in & out**
 - a) **Procedures of checking in**
 - b) **Procedures of checking out (bill checking)**
- **Handling complaints**
 - a) **How to behave with customers (customer care policy)**
 - b) **Complaints on the phone**

NB: Nell'ambito della preparazione dell'UDA "Getting to know the Farnese Palace" si è fatto cenno al linguaggio utile per descrivere una città con i suoi monumenti.

Prof.ssa Maria Grazia De Fazi