

PROGRAMMA SVOLTO
LINGUA INGLESE
CLASSE 3 D – ACCOGLIENZA TURISTICA
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Libro di testo: *Sail The World@School*, D. Cristofoli, L. Garbero, E. Jordan, Il Capitello.

Modulo n 1 Unit 1: Hotel types and classification

Unit 2: Hotel organization and staff

Unit 3: Rooms and rates

Unit 4: The front office department

Hotels (guests, size, facilities, location), people and areas, different levels of organization, hotel departments

Grammar: Present Simple, auxiliary verbs, modal verbs, adverbs of frequency

Vocabulary: room types, room rates, personnel, types of reservations

Modulo n 2 Unit 5: Reservations

Unit 6: The check-in

Unit 7: Dealing with guests' needs

Unit 8: Dealing with guests' problems

Unit 9: The check-out

Receiving, confirming and cancelling a reservation, welcoming the guests, social skills, selling hotel facilities, helping the guests, causes of problems

Grammar: Present Simple and Present continuous, Simple Past

Vocabulary: facilities and services, concierge, types of guests

L'insegnante

Gli alunni

