

NUCLEI FONDANTI INGLESE ACCOGLIENZA CLASSE TERZA

TO BE ABLE TO READ, SPEAK AND WRITE ABOUT:

1. TOURISM, TYPES OF TOURISM, TYPES OF TRAVELLERS, JOBS IN TOURISM.
2. SERVICED ACCOMMODATION: HOTELS
 - 2.1 HOTEL STAFF
 - 2.2 HOTEL CUSTOMERS
 - 2.3 The CLIENT'S CYCLE: CHECK-IN, LIVE-IN, CHECK-OUT
3. SELF-CATERING ACCOMMODATION:
4. BE OPERATIVE *SPEAK/LISTEN*:

At the RECEPTION: how to give information; how to answer the phone, how to make a phone call, how to book a room, how to talk about facilities and services.

BE OPERATIVE *WRITE*:

How to write AN ENQUIRY E-MAIL, how to BOOK a room, how to CANCEL a reservation. How to WRITE A REPLY TO ENQUIRY.

5. VOCABULARY: physical geography, political geography, luggage, money and personal belongings, in a hotel, meals and menus.
6. Nearby destinations: Italy: a general outlook; main Italian destinations and landmarks.

NUCLEI FONDANTI INGLESE ACCOGLIENZA CLASSE QUARTA

TO BE ABLE TO READ, SPEAK AND WRITE ABOUT:

1. INTERMEDIARIES: TOUR OPERATORS - TRAVEL AGENTS
2. PACKAGE TOURS
3. THINGS TO DO BEFORE LEAVING for A JOURNEY
4. CITY BREAK in a EUROPEAN CITY
5. BE OPERATIVE: CUSTOMERS IN A TRAVEL AGENCY – CHECKS AND PAYMENTS
6. The ETHICAL CODE OF BEHAVIOUR
7. TO BE ABLE TO READ, SPEAK AND WRITE ABOUT:
BROCHURES on HOTELS
8. AT THE HOTEL: HOW TO DEAL WITH PROBLEMS
LETTER OF COMPLAINT and REPLY
9. EUROPEAN DESTINATIONS: how to ARRANGE AND DESCRIBE an ITINERARY

10. MAN-MADE, NATURAL ATTRACTIONS

11. BUILDINGS AND WORKS OF ART

NUCLEI FONDANTI INGLESE ACCOGLIENZA CLASSE QUINTA

TO BE ABLE TO READ, SPEAK AND WRITE ABOUT:

1. SWOT ANALYSES
2. CUSTOMER CARE
3. ETHICAL CODE OF BEHAVIOUR
4. CULTURAL ACTIVITIES
5. SOME FARAWAY DESTINATIONS (OUTSIDE EUROPE)
6. HOW TO DESCRIBE A CITY
7. HOW TO ARRANGE AN ITINERARY
8. HOW TO WRITE A TOUR