

**LIBRO DI TESTO: CHEERS (with active book) ed. LOESCHER**

**CONTENUTI DEL PROGRAMMA**

(E' possibile esporli anche per moduli , indicando i rispettivi tempi di realizzazione. Specificare eventuali approfondimenti)

Moduli  Unità didattiche  Altro

**Skills and Functions of communication Grammar**

**Starter -- introduction and presentation of The Tourism industry (settembre-ottobre)**

Economic sector, its branches (expansion of vocabulary)

Primary/secondary and tertiary sector

Areas of the tourism industry

**MODULE 1 - - The world of RESTORATION -MEETING THE STAFF (novembre- dicembre)**

Waiting staff requirements

Future : will / won't to be going to... pres. Cont

How to address people, personal characteristics

Simple past and past continuous tenses

Customer care (needs and requirements)

courtesy and polite phraseology and communicative functions

Customer satisfaction

Give/refuse permission; express orders and rules

Restaurant staff duties /Bar waiting staff duties

Modals

Different roles

**MODULO 2 – Places to eat – (gennaio-febbraio)**

Hygiene Types of restaurant / informal eateries

Passive form Comparatives and superlatives

Menus types of service Advertising an eating place

Relative pronouns

Give suggestions; I'd rather, I prefer

**MODULE 3 - -Service is open (marzo-aprile)**

How to communicate with clients Booking / dialogues

Imperative

Requests and orders

Welcoming

Modals

Lay out the table

Preposition of place

**MODULO 4 - OFF TO WORK ( aprile -maggio)**

How to WRITE A FORMAL LETTER

Conditionals

Motivational letter / Making offers / Giving and

Present perfect simple and continuous tenses

asking for info or advice

Simple past in contrast with present perfect