

Classe III sez. I

**LIBRO DI TESTO: TRAVEL & TOURISM (with active book) ed. PEARSON**

**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 Hotels** (expansion of vocabulary) (settembre-ottobre)

**The Tourism industry , economic sector, its branches**

**MODULE 1 - - The world of tourism -MEETING THE RECEPTION MANAGER** (novembre- dicembre)

Hotel services-facilities /classification

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

Reservations Booking

Simple past and past continuous tenses

How to answer or make a TELEPHONE CALL

courtesy and polite phraseology and communicative functions

How to WRITE A FORMAL LETTER

functions

Enquiry , motivational...

Give/refuse permission

Making offers / Giving and asking for info or advice

**MODULO 2 – The Hospitality Industry – ACCOMMODATION (gennaio-febbraio)**

Types of tourism resorts: hotel, campsite, villages, B&B...

Passive form

Relative pronouns

Natural, cultural, beach, mountain . tourism

I'd rather, I prefer

type of tourism / type of customers (needs and requirements)

**MODULE 3 - -Accommodation - Checking in / Checking out (marzo-aprile)**

Role of the receptionist: Staff and duties

Imperative

Multitasking role

Requests and orders

The concierge Welcoming

Modals

Where to find facilities

Conditionals

How to communicate with clients

Checking in /Guests leaving

**MODULO 4 - MEETING THE GUESTS** (maggio –giugno)

Accommodations and relative planning

Comparatives and superlatives

How to deal with guests' requests

Preposition of place

Present perfect simple and continuous tenses

Simple past in contrast with present perfect