

## PROGRAMMA SVOLTO

### MATERIA: INGLESE

*Classe 3BT*

*Indirizzo TURISTICO*

*a.s. 2020-2021*

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**Testi utilizzati:** THE TRAVELLERS' CLUB  
GRAMMAR FILES-GREEN EDITION  
**Prof. :** MURACE ALESSIO GIUSEPPE

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#### WAY IN: THE WORLD OF TRAVEL AND TOURISM

Why do people travel?,defining tourism,travel and tourism components

HOW TO....answer business telephone call,leave a message on an answering machine,write business letters and emails,letter basics,email basics.

#### THE HOSPITALITY SECTOR

##### U1: SERVICED ACCOMODATION

S1: The origins of hospitality

S2: Hotels and others

S3: Hotel rating

S4: Locations,services and facilities

S5: Service and facility symbols

HOW TO....write enquiries and replies

FOCUS ON SPEAKING + FOCUS ON LISTENING

##### U2: SELF-CATERING ACCOMODATION

S1: Types of self-catering accomodation

S2: Rented properties

S3: Youth hostels

S4: Campsites,caravans and motorhomes

S5: Global distribution system (GDS)

HOW TO....receive a booking over the phone,write letters/emails of booking and confirmation

FOCUS ON SPEAKING + FOCUS ON LISTENING

##### U3: FROM CHECK-IN TO CHECK OUT

S1: Front office and back office operations

S2: Check-in

S3: Hotel customer service

S4: Dealing with problems and complaints

S5: Hotels as event venues

S6: Check-out

Scuole associate

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HOW TO....write letters/emails of cancellation or modification  
FOCUS ON SPEAKING + FOCUS ON LISTENING

THE TRANSPORT SECTOR

U4: AIR TRAVEL

S1: Travelling by air

S2: Handling air passengers

S3: Airline travel documents

S4: On board the plane

S5: The arrival

FOCUS ON SPEAKING + FOCUS ON LISTENING

EDUCAZIONE CIVICA: GENDER EQUALITY ( notes + videos)

GRAMMAR: Modal verbs,present and past perfect,past simple vs past perfect,future perfect,future continuous,future perfect continuous

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Inveruno, 04/06/2021

**Il docente**

*Prof. MURACE ALESSIO GIUSEPPE*

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