



PROGRAMMAZIONE

OBIETTIVI MINIMI

LINGUA e CIVILTÀ INGLESE 3[^] ACCOGLIENZA

Libro di testo: New You're Welcome

MODULE 1: THE HOSPITALITY INDUSTRY <ul style="list-style-type: none">▪ Types of Accommodation▪ How to make a phone call▪ Asking for different types of accommodation
MODULE 2: SUITABLE ACCOMMODATION <ul style="list-style-type: none">▪ Hotel rooms▪ Types of beds▪ Asking and answering about availability
MODULE 3: THE RECEPTION AREA AND THE CHECK-IN <ul style="list-style-type: none">▪ Welcoming the guests at the check-in desk▪ How to receive a booking
MODULE 4: SHOWING THE GUEST TO THE ROOM <ul style="list-style-type: none">▪ How to receive the client at the check-in desk▪ Something has gone wrong with a booking
MODULE 5: HELPING THE GUEST <ul style="list-style-type: none">▪ Room services and facilities▪ Room service language
MODULE 6: EVENTS INSIDE A HOTEL <ul style="list-style-type: none">▪ How to deal with guests' requests
MODULE 7: HELPING THE GUEST AND CHECK-OUT <ul style="list-style-type: none">▪ Coping with problems and complaints▪ Giving the bill and saying goodbye



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MODULE 1: THE HOSPITALITY INDUSTRY <ul style="list-style-type: none">▪ Types of Accommodation▪ How to make a phone call▪ Asking for different types of accommodation
MODULE 2: SUITABLE ACCOMMODATION <ul style="list-style-type: none">▪ Hotel rooms▪ Types of beds▪ Asking and answering about availability▪ Inquiring
MODULE 3: THE RECEPTION AREA AND THE CHECK-IN <ul style="list-style-type: none">▪ The reception area▪ Welcoming the guests at the check-in desk▪ Meals in the hotel▪ Hotel facilities▪ How to speak about rates▪ How to receive a booking▪ Replying
MODULE 4: SHOWING THE GUEST TO THE ROOM <ul style="list-style-type: none">▪ After the check-in▪ Seasonal rates▪ How to apologize▪ How to receive the client at the check-in desk▪ Something has gone wrong with a booking
MODULE 5: HELPING THE GUEST <ul style="list-style-type: none">▪ Hotel services and facilities▪ Room services and facilities▪ Describing facilities and services▪ Room service language▪ Confirmation
MODULE 6: EVENTS INSIDE A HOTEL <ul style="list-style-type: none">▪ How to deal with guests' requests▪ Handling messages
MODULE 7: HELPING THE GUEST AND CHECK-OUT <ul style="list-style-type: none">▪ The bill▪ The check-out▪ Coping with problems and complaints▪ Giving the bill and saying goodbye