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**Istituto Professionale Enogastronomico "R. Del Rosso"**

**INDIRIZZO: Accoglienza Turistica**

**CONTENUTI PROGRAMMA SVOLTO a.s. 2024/25**

**CLASSE: 4ART (Accoglienza Turistica + Enogastronomia)**

**DISCIPLINA: INGLESE**

**DOCENTE: Patrizia Catalano**

**Libro di testo:** Smith, Alison, *Mastering Hospitality*, ELI editore

MODULO 1 - 33h		SETTEMBRE - GENNAIO	
<b>SERVICES: Transport</b> (UDA 2: Unit 3)	<b>Theory</b>	<b>Practice</b>	<b>Exploring Language</b>
	<ul style="list-style-type: none"> <li>Before you travel: Identity documents</li> <li>- Insurance - Health - Money</li> <li>Air transport: Airlines and flights - Flight classes - Tickets</li> <li>The airport: International departure and arrival procedures</li> <li>Land transport: Travelling by train - Travelling by coach and bus - Travelling by car</li> <li>Water transport: Ferries and water buses - Private hire</li> <li>Cruises: On board a cruise ship</li> </ul>	<ul style="list-style-type: none"> <li>Presenting a transport company</li> <li>Enquiries and replies</li> <li>Bookings and confirmations</li> <li>Changes and cancellations</li> <li>While travelling: Check-in at the airport - On board the plane - At the station</li> <li>Complaints and replies</li> </ul>	<ul style="list-style-type: none"> <li>Air transport</li> <li>Land transport</li> <li>Water transport</li> <li>Travelling</li> </ul>
MODULO 2 - 33h		FEBBRAIO - GIUGNO	
<b>SERVICES: Accommodation</b> (UDA 2: Unit 4)	<b>Theory</b>	<b>Practice</b>	<b>Exploring Language</b>
	<ul style="list-style-type: none"> <li>Choosing accommodation</li> <li>Serviced accommodation: Hotels - The organisational structure of a hotel - Facilities and amenities - Technology in hotels - B&amp;Bs and guest houses - Accommodation ratings</li> <li>Self-catering accommodation: Holiday rentals - Youth hostels and residences - Camping and glamping</li> </ul>	<ul style="list-style-type: none"> <li>Presenting accommodation</li> <li>Enquiries and replies</li> <li>Bookings and confirmations</li> <li>Modifications and cancellations</li> <li>Check-in and check-out</li> <li>During a stay</li> <li>Dealing with complaints</li> <li>Complaints and reviews on social media and travel websites</li> </ul>	<ul style="list-style-type: none"> <li>Hotels</li> <li>Holiday rentals</li> <li>Camping</li> </ul>