

ISTITUTO DI ISTRUZIONE SECONDARIA SUPERIORE

“D. Modugno-S. De Lilla”

A.S. 2019/2020

PROGRAMMA DI LINGUA E CULTURA INGLESE

Enogastronomia e Ospitalità alberghiera CLASSE 3°BSAA ARTICOLATA

Polignano A Mare

Docente D'Attoma Grazia

Sezione Sala

- At the bar
- A healthy lifestyle
- Bars and drink service
- Types of bars
- Classic British drinks
- Verbal tenses revision
- England's national dishes
- Bars and restaurants
- Restaurant and bar staff positions
- Managing and catering business
- The kitchen Brigade organigram
- The Chef's uniform
- Service Brigade and waiter's uniform
- Interacting with the customers on the phone
- How to receive a booking on the phone
- Food and service
- Problems and complaints
- Catering and banqueting
- Written and listening strategies
- Drinks and appetizers

- PPT: creating an event
- Speaking activity

Sezione Accoglienza

- At the reception
- Why do people travel
- Checking in / Checking out
- Defining Tourism
- Travel and tourism components
- The world of Hospitality
- Commercial vs non-profit catering
- Hotels
- Air travel
- Types of flight
- The airport passengers
- Rail, road and ferry travel
- The cruise sector
- Grammar revision
- Taking phone booking in the hotels
- Written communication
- Hotel Manager
- Customer care and etiquette
- PPT Writing a presentation about your area
- Touring inside and outside Italy
- UK and Ireland
- Speaking strategies