

Classe 3[^] AT

MICROLINGUA

Dal libro di testo A LOVELY STAY. ENGLISH FOR HOSPITALITY, HOEPLI, sono stati svolti i seguenti moduli:

MODULE 1. Lets' meet Hospitality:

- Tourism
- Hospitality
- Communication

MODULE 2. The Hospitality segments:

- Accomodation
- Food and beverage
- Travel, tourism and recreation

MODULE 3. Hotels:

- Hotel classification and grading
- Hotel rates, rooms, services and facilities
- The hotel organisation

MODULE 4. Catering and Hospitality

- The Italian Restaurant Industry
- The menu and the wine list
- Safety and hygiene

MODULE 5. The guest cycle. Pre-arrival:

- The guest cycle
- Reservations
- Written communication

Dal libro di testo On my way:

Tempi verbali:

Past tenses

Present Perfect

Present passive