

CONTENUTI classe 4 sala e vendita 22/23

Microlingua

Dal libro di testo "Light The Fire" , E. Assirelli, A. Vetri, B. Cappellini, Rizzoli Languages:

MODULE 4 FOOD INGREDIENTS

UNIT 1 ANIMAL- ORIGIN INGREDIENTS

STEP 1 MEAT

STEP 2 FISH

STEP 3 EGGS, MILK AND DAIRY PRODUCTS

UNIT 2 VEGETABLE- ORIGIN INGREDIENTS

STEP 1 FRUIT AND VEGETABLES

STEP 2 PULSES AND CEREALS

STEP 3 HERBS AND SPICES

MODULE 5 BEVERAGES

UNIT 2: HOT DRINKS

STEP 1 COFFEE

STEP 2 TEA

STEP 3 CHOCOLATE

MODULE 7 THE SERVICE

UNIT 1: GETTING READY FOR THE SERVICE

STEP 1 DINING ROOM SERVICE EQUIPMENT

STEP 2 TABLE SETTING:

VOCABULARY: CROCKERY, CUTLERY AND GLASSWARE, PLACE SETTING

STEP 3 THE BASICS OF SERVICE ETIQUETTE

UNIT 2: SERVICE WITH A SMILE

STEP 1 TYPES OF SERVICE

MODULE 8 MENUS AND MEALS

UNIT 1: MENU BASICS

STEP 1 BREAKFAST LUNCH AND MENU DINNER

CUSTOMER SERVICE: EFFECTIVE COMMUNICATION

- TAKING RESERVATIONS ON THE PHONE
- WELCOMING AND SEATING CUSTOMERS
- TAKING ORDERS
- DEALING WITH COMPLAINTS