

Programma per contenuti 4 ^ Accoglienza Turistica

MICROLINGUA

Dal libro di testo A. ZENNI, A lovely stay. English for hospitality, HOEPLI, sono stati svolti i seguenti moduli:

MODULE 5. The guest cycle. Pre-arrival:

- The guest cycle
- Reservations
- Written communication

MODULE 6. The guest cycle. Arrival

- The arrival of a guest
- The check-in process
- Welcoming guests

MODULE 7. The guest cycle. Occupancy:

- The guest's stay
- The main courante
- The concierge

MODULE 11. Tourism and tourists

- The tourism phenomenon
- The tourism industry
- Types of tourism

Grammar:

Conditionals

Verbs + ing / infinitive of purpose

Past Passive