

**Istituto**  
**“Di Vittorio” – Ladispoli**  
**Relazione finale**  
**a.s. 2016/2017**

Materia d’insegnamento: Inglese  
Insegnante: Paganelli Simona  
Classe IVT – Sez. B

**PROGRAMMA SVOLTO**

- dal libro di testo *New You're Welcome*, **RIPASSO DEI SEGUENTI ARGOMENTI:**

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| <b>MODULE 1: The hospitality industry</b>        | <ul style="list-style-type: none"><li>- History of hospitality (p.2);</li><li>- Types of accommodation (p.4);</li><li>- Hotel rates (p.5);</li><li>- Differenza make/do (p.7);</li><li>- How to make a phone call (p.9);</li><li>- Asking for different types of accommodation (p.11).</li></ul>  |
| <b>MODULE 2: Suitable accommodation</b>          | <ul style="list-style-type: none"><li>- Different guests, different needs (p.24);</li><li>- Hotel rooms (p.26);</li><li>- Types of bed (p.26);</li><li>- Making offers (p.29);</li><li>- Asking and answering about availability (p.32).</li></ul>  |
| <b>MODULE 3: The reception area and check-in</b> | <ul style="list-style-type: none"><li>- The reception area (p.46,47);</li><li>- The voucher (p.48);</li><li>- Meals in the hotel (p.51);</li><li>- Hotel facilities (p. 52);</li><li>- How to speak about rates (p.56);</li><li>- How to receive a booking (p.56,57).</li></ul>   |
| <b>MODULE 4: Showing the guest to the room</b>   | <ul style="list-style-type: none"><li>- After the check-in (p.72);</li><li>- Keycards and electronic keys (p.72);</li><li>- Seasonal rates (p.76);</li><li>- How to apologize (p.77);</li><li>- Reception language (p.80)</li><li>- How to receive the client at the check-in (p.81,82).</li><li>- The United Kingdom (p.90,91)</li></ul> |

- dal libro di testo *New You're Welcome*, **STUDIO DEI SEGUENTI ARGOMENTI:**

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| <b>MODULE 5: Helping the guest</b>               | <ul style="list-style-type: none"><li>- Hotel services and facilities (p.100);</li><li>- Room service (p.102);</li><li>- The laundry service (p.102);</li><li>- Room services and facilities (p.104);</li><li>- Describing facilities and services (p.106);</li><li>- Room service language (p.106).</li></ul> |
| <b>MODULE 7: Helping the guest and check-out</b> | <ul style="list-style-type: none"><li>- The concierge's job (p.152);</li><li>- The bill (p.156);</li><li>- The check-out (p. 156).</li></ul>   |

- Gli argomenti grammaticali (past simple, present perfect, modal verbs, the passive form) sono stati svolti usando il testo di grammatica in adozione e le unità relative.