



### PROGRAMMA SVOLTO

Docente	<b>Bertocchi Roberta</b>
Materia:	<b>Inglese</b>
Classe:	<b>3D</b>
a. s.:	<b>2021-2022</b>

<b>N. mod.</b>	<b>Titolo del modulo</b>	<b>Argomenti e attività svolte</b>
1	The World of Tourism	<ul style="list-style-type: none"><li>· <u>Section A: The World of Tourism</u></li><li>· The nature of tourism</li><li>· A short history of tourism</li><li>· The world tourist industry today</li><li>· Organisations for the promotion of tourism</li><li>· Travel agencies and tour operators</li><li>· The effect of ICT and the internet on the tourism industry</li><li>· Package holidays</li><li>· <u>Communication in tourism</u>: oral communication (phone calls – face to face – voice mail) – visual communication</li><li>· Written communication (emails – memos – formal letters – faxes and electronic faxes – forms)</li><li>· Explore language: Travel, travelling, travellers</li><li>· <u>Promotional methods</u>: adverts – leaflets and brochures – websites</li></ul>
2	Destinations and services	<ul style="list-style-type: none"><li>· <u>Section B: Destinations and Services</u></li><li>· <u>Transport</u>: before you travel (Identity documents – Insurance – Health – Money)</li></ul>



		<ul style="list-style-type: none"><li>· Air Transport (Airlines and flights – flight classes – tickets – the airport – airport procedure -</li><li>· Land Transport (travelling by train – travelling by coach – travelling by car)</li><li>· Water Transport (ferries and water buses – cruises and boating holidays – on board a cruise ship)</li><li>· <u>Accommodation</u></li><li>· Serviced accommodation (hotels – facilities and amenities – B &amp; Bs – guest houses – accommodation ratings)</li><li>· Self – catering accommodation (cenni)</li><li>· <u>Written communication:</u></li><li>· Enquiries and replies</li><li>· Bookings and confirmations</li><li>· Changes and cancellations</li><li>· Dealing with complaints</li><li>· <u>Section C: Exploring Countries</u></li><li>· <u>Explore Italy:</u></li><li>· Geography</li><li>· Political system</li><li>· A brief history of Italy</li><li>· Mountains and lakes</li></ul>