

Contenuti disciplinari Lingue Straniere classe 3^ ACCOGLIENZA TURISTICA

1) INTERAGIRE CON I CLIENTI IN UNA STRUTTURA RICETTIVA

FRANCESE

- L'hôtellerie: définition
- Le parcours client-Front desk:
 - De la réservation à la réception
 - L'accueil (Check-In)
 - Les renseignements (Live-In)
 - Caisse (Check-Out)

INGLESE

- The Guest Cycle: main reception/front office duties
- Pre-arrival
- Arrival/check-in
- Occupancy/live-in
- Departure/check-out
- Post check-out

2) PROMUOVERE SE STESSI

FRANCESE

- Les hébergements
- Comment chercher un emploi
- Lettre de motivation
- CV
- L'entretien d'embauche

INGLESE

- Accomodation vs Hospitality
- Browsing in the world of work
- How to get the right path
- Advertisement and communication
- Writing a CV
- Application form
- The job interview

Functions:

- How to apply for a job
- How to talk about oneself (experiences, present time, future expectations)

3) SICUREZZA E QUALITA' NELLE STRUTTURE RICETTIVE

FRANCESE

Règles d'hygiène

- Droits et devoirs de l'employeur et du salarié

INGLESE

- Why is safety important?
- SAFE
- hazard vs risk
- Employers' and employees' duties, responsibilities and rights