

CLASSI QUINTE – SERVIZI COMM. INDIRIZZO TURISTICO

Dal testo: “Travel & tourism Expert” di D.Montanari e R. Rizzo ed. Pearson

Learning Unit 1

The world of tourism

- **The tourism industry** pag. 12-13
- **Tourism today** pag. 14-15
- **Be a responsible and safe Tourist** pag. 34-35

Careers in tourism

- **The travel designer** pag. 86-87
- **Hotel jobs** pag. 124-125
- **The tour guide** pag. 162-163
- **The tourist information assistant and the dest. manager** pag. 256-257
- **The travel blogger** pag. 296-297

Learning Unit 2

Air Travel

- **At the airport** pag. 50-51
- **Airlines and flights** pag. 52-53
- **Booking an e-ticket** pag. 54-55
- **Booking a flight** pag. 60-61

Learning Unit 3

Accommodation

- **Types of serviced accommodation** pag. 94-95
- **Hotel grading** pag. 96-97
- **Types of self-catering accommodation** pag. 110-111
- **Caravan, camping and other home parks** pag. 112-113
- **Holiday homes and hostels** pag. 114-115

Different destinations

Scegliere una meta turistica tra New York, San Francisco o Londra.

Writing correspondence

Letters of complaint and acknowledgement

pag. 66-67

Handling complaints

pag. 120-121

Professional Competences

How to plan an itinerary

pag. 184-185

Writing an itinerary

pag. 186-187

(IN GRASSETTO GLI ARGOMENTI PIU' IMPORTANTI)