

CONTENUTI TERZO ANNO COMMERCIALE - INGLESE

UNIT	TOPIC
INTERNSHIP HUNTING	<p>Job search, Internships, Europass CV format, Cover letters, Adverts</p> <ul style="list-style-type: none"> Talking about a job interview Asking for and giving personal details Understanding and writing CVs Writing a covering letter Gathering information about internships
INTERVIEWS	<p>Job interviews</p> <ul style="list-style-type: none"> Gathering info about companies Preparing and interacting in a job interview Reflecting about job interviews myths
IT READS WELL	<p>Business communication, email messages, business letters, written business, communication</p> <ul style="list-style-type: none"> Talking about business methods of communication Identifying components of email messages Identifying components of business letters Understanding effective business communication Reflecting on email pros and cons
IT SOUNDS NICE	<p>Meetings, phone calls</p> <ul style="list-style-type: none"> Introducing oneself and other people Understanding and interacting in different types of meetings Taking messages Exchanging info Giving and interpreting data Discussing telephone skills Reflecting on effective business communication
GETTING INFO	<p>Business transactions, enquiries by phone and email, replies</p> <ul style="list-style-type: none"> Understanding the stages of a business transaction Giving and receiving instructions Making and accepting suggestions Asking for specific details about products/services Giving specific details about products/services
GETTING STUFF	<p>Offers and orders by phone and e-mail</p> <ul style="list-style-type: none"> Planning future tasks Agreeing and disagreeing Providing details about products, prices, discounts Ordering things Understanding prices and delivery dates Giving and interpreting data

Maria Teresa Ciaffaroni, **Mind your business**, Zanichelli.

CONTENUTI TERZO ANNO INDIRIZZO ACCOGLIENZA - INGLESE

UNIT	TOPIC
1	TOURISM <ul style="list-style-type: none"> • What is Tourism? Types of Tourism - The beginning of Tourism - Modern Tourism- Incentive Travels • Physical geography • Be operative: how to answer the phone – How to write a business email • Types of travel
2	TOURISTS <ul style="list-style-type: none"> • Reasons for Tourisms – Tourism flows, destinations and attractions –World Tourism Organisations • Political geography • Be operative: how to make a phone call - how to write a business letter • Types of travellers – Different types of customers
3	SERVICED ACCOMMODATION <ul style="list-style-type: none"> • Classification of Accommodation -Hotels – check in – check out and hotel staff • Be operative: in a hotel: how to book a room - how to book and cancel services – At the reception – How to deal with problems • Brochures on hotels.
4	SELF CATERING ACCOMMODATION <ul style="list-style-type: none"> • Non- serviced accommodation – On your own accommodation – Customer satisfaction • Be operative: how to talk about facilities and services – Accommodation brochures – Facilities and services – How to monitor accommodation
5	TICS, FOOD AND ENTERTAINMENT <ul style="list-style-type: none"> • Tourists information centres • Meals and menus • Be operative: at a tourist information centre • Buying and selling • How to give information
6	NEARBY DESTINATIONS: ITALY

CONTENUTI **TERZO ANNO** INDIRIZZO ENOGASTRONOMIA: **SALA E VENDITE**

UNIT	TOPIC
1	<p>The Catering Industry</p> <p><i>Catering: a general overview:</i></p> <ul style="list-style-type: none"> • The world of hospitality • Commercial vs non-profit catering <p><i>Bars and restaurants:</i></p> <ul style="list-style-type: none"> • Types of bars • Types of restaurants • Bars and restaurants: services and facilities • Typical bars and restaurants in the UK and the US • Famous food outlet chains <p><i>Management and promotion:</i></p> <ul style="list-style-type: none"> • Restaurants and bar staff positions • Managing a catering business • Marketing strategies
2	<p>Menu Planning</p> <p><i>What's in a menu?</i></p> <ul style="list-style-type: none"> • Designing menus • Menu formats • Understanding menus <p><i>Special menus:</i></p> <ul style="list-style-type: none"> • Breakfast, lunch and dinner menus • English breakfast menus • Afternoon tea menus • Kids' menus • Dessert menus • Sweet recipes and wines • Cheese menus • Banqueting and special events menus • Religious menus
Dossiers	<p>Culinary culture</p> <ul style="list-style-type: none"> • <u>Food blogs</u> – British food blogs; Famous British food blogs; American food blogs; Newspaper and food guide reviews. Travel food blogs. • Cooking Media: Celebrity Chefs. • <u>Culinary geography</u> – Food in the UK; Traditional northern food UK; Food in the USA; Southern soul food USA; Food and wine in north-west Italy; Food and wine in Emilia Romagna and north-east Italy; Food and wine in Central Italy; Food and wine in Southern Italy and the islands. Gastronomic Tour of Wales. • Cooking Art: The history of food in art.
Grammar	<ul style="list-style-type: none"> • Present Simple vs Present continuous • Zero conditional • Modals • Comparatives and superlatives • Past Simple vs Past continuous • Past Simple vs Present perfect simple
Functions	<ul style="list-style-type: none"> • Making suggestions • Polite requests and suggestions • Possibility • Sequencing events or actions • Ordering food or drink • Expressing preferences, likes and dislikes
Vocabulary	<ul style="list-style-type: none"> • The world of catering • Compound nouns • Menus

CONTENUTI TERZO ANNO - INDIRIZZO CUCINA

UNIT	TOPIC
1 The Catering Industry	<p>Catering: a general overview</p> <ul style="list-style-type: none"> -The world of Hospitality -Commercial versus non-profit catering <p>Bars and Restaurants</p> <ul style="list-style-type: none"> -Types of bars -Types of restaurants -Bars and restaurants: services and facilities -Typical bars and restaurants in the UK and the USA -Famous food outlet chains <p>Management and promotion</p> <ul style="list-style-type: none"> -Restaurant and bar staff positions -Managing a catering business -Marketing strategies
2 In the Kitchen	<p>The Kitchen staff</p> <ul style="list-style-type: none"> -Kitchen brigade -Assigning tasks -Assigning tasks: roles -A chef's uniform -Hygiene <p>The Kitchen and the equipment</p> <ul style="list-style-type: none"> -Kitchen areas -Equipment -Food preparation appliances -Food processors vs food mixers -Cooking and refrigerating appliances -Cookware -Kitchen knives - Kitchen utensils -Cake-making tins and utensils -Cupcakes utensils

Testo in adozione: "Well Done" (Catering: Cooking and Service) Catrin Elen Morris, ELI

CONTENUTI TERZO ANNO - INDIRIZZO PRODOTTI DOLCIARI

UNIT	TOPIC
Welcome to the world of food	<ul style="list-style-type: none"> – Food and cultural identity <ul style="list-style-type: none"> • The role of food • Food and gratitude in Japan and <i>siesta</i> in Spain – Food and tradition <ul style="list-style-type: none"> • Globalisation and tradition in Italy • Like mamma used to make • The Slow Food movement • Organic food – Food and health <ul style="list-style-type: none"> • Healthy food choices • Food and fitness – Zoom in <ul style="list-style-type: none"> • Art in cooking • Marzipan • Frutta martorana • Food quality labels
Where to go	<ul style="list-style-type: none"> – New eating habits <ul style="list-style-type: none"> • The catering world • The catering industry • The catering business – Commercial and travel catering <ul style="list-style-type: none"> • Commercial catering • Bistro • Modern catering requests – Industry and welfare catering <ul style="list-style-type: none"> • Industrial catering • The first factory canteen • Free school meals • Welfare catering – Zoom in <ul style="list-style-type: none"> • Street food • The safety of treet food • Frutta martorana • Types of restaurants
Inside the kitchen	<ul style="list-style-type: none"> – Kitchen staff <ul style="list-style-type: none"> • The kitchen brigade • Auguste Escoffier • Line cooks • The uniform • Personal hygiene and appearance – The kitchen <ul style="list-style-type: none"> • Kitchen areas • Kitchen areas working hazards • The Slow Food movement • A well-designed restaurant kitchen – Heavy equipment <ul style="list-style-type: none"> • Heavy kitchen equipment – Zoom in <ul style="list-style-type: none"> • Ristorante Del Cambio (Turin) • Kitchen and pastry lab utensils
Grammar	<ul style="list-style-type: none"> – Past perfect – Compounds of some, any, no – Prepositions of place and time – The Passive

AA.VV., **Pastry Show!**, Skills, Duties and Culture in the Pastry Kitchen, Hoepli.

CONTENUTI DISCIPLINARI **CLASSE TERZA** - SERVIZI SOCIO-SANITARI

MODULE	TOPIC
1	<p>The human body and how it works:</p> <ul style="list-style-type: none"> • the human body, • nutrition, • the environment <p>Grammar:</p> <ul style="list-style-type: none"> • comparatives and superlatives, • present tenses, • past tense / present perfect, • quantifiers, • can, must, have to, should
2	<p>Infants to pre-schoolers:</p> <ul style="list-style-type: none"> • infant development, • child nutrition, • children common diseases <p>Grammar:</p> <ul style="list-style-type: none"> • imperative, • -ing forms, • may / might / could

Revellino, Schinardi, Tellier, **Growing into Old Age**, CLitt

CONTENUTI QUARTO ANNO - INDIRIZZO COMMERCIALE

UNIT	TOPIC
TRACKING THINGS	<p>Types of payment, relationships with colleagues, complaints and adjustments by phone and e-mail, customer support</p> <ul style="list-style-type: none"> • Talking about payments • Discussing interests and leisure activities • Asking about and explaining errors • Apologising and accepting apologies • Dealing with complaints
PAYING FOR THINGS	<p>Reminders and replies by phone and e-mail</p> <ul style="list-style-type: none"> • Understanding and talking about business services • Asking for payment • Requesting and providing explanations
BUSINESS IS WHO BUSINESS DOES	<p>Business organisation, companies and organisation structures, leadership</p> <ul style="list-style-type: none"> • Describing businesses • Describing companies and company structures • Identifying types of organisation structures • Understanding and talking about management skills
START-UPS	<p>Business activity, types of business, business plan, business ideas</p> <ul style="list-style-type: none"> • Describing business activity • Identifying different types of businesses • Understanding business plan
FAIR AND SQUARE!	<p>Sustainability, Fair Trade, Ethical spending and consumerism</p> <ul style="list-style-type: none"> • Understanding the concept of sustainability • Talking about Fair Trade and ethical spending
THINK GREEN!	<p>Green tips, environmental impact, green-washing, environmental disasters, responsible production</p> <ul style="list-style-type: none"> • Understanding green policies and sustainable strategies • Understanding environmental impact of business • Understanding the concept of 'green-washing' • Talking about environmental disasters • Understanding responsible production

CONTENUTI QUARTO ANNO - INDIRIZZO ACCOGLIENZA

UNIT	TOPIC
1	PRELIMINARIES <ul style="list-style-type: none"> • Intermediaries • Travel agencies • Package tours • What to do before leaving • Last minute travels • Be operative: at a travel agency – Checks and payments • Tourist organisations: ethical code of behaviour
2	TRANSPORT <ul style="list-style-type: none"> • LAND transportation: rail, coaches and buses, cars • E-tickets – means of transport - • Be operative: Timetables and announcements – Dates and times -Brochures and leaflets • How to lead a group on a bus • AIR travel and airports -airline companies – Flights, classes and tickets –Airports and planes • Be operative: Comforts and facilities – How to book air tickets • WATER transportation – cruises • Be operative: How to describe a river cruise – Cruise operators brochure • How to give information to large groups of people
3	CULTURAL ACTIVITIES <ul style="list-style-type: none"> • Man-made attractions – Natural attractions – Purpose-built attractions • World Heritage List • Buildings and works of art • Be operative: Brochures on attractions – Directions – How to welcome groups of tourists
4	EUROPE <ul style="list-style-type: none"> • Cities of culture: the north – the south • London – Dublin – Edinburgh – Malta • Sightseeing and entertainment • Cultural differences awareness • Be operative: How to describe a city – How to describe a landmark (building, sculpture, picture) – How to write an itinerary
5	<ul style="list-style-type: none"> • A brief history of art.

CONTENUTI QUARTO ANNO - INDIRIZZO CUCINA

UNIT	TOPIC
3 Food Storage and Preparation	Food stores and supplies -Sourcing suppliers -Different Kinds of suppliers -Ordering and storing food Food preparation and ingredients -Pulses -Cereals -Fats -Fruit an vegetables -Meat -Poultry -Eggs -Fish -Herbs, Spices and condiments -Sweeteners an other Kitchen agents -Different types of pastry -The art of ice cream making
4 Cooking Principles	Food Preservation -Physical methods -Chemical methods -Physico-chemical and biological methods Cooking techniques -Water cooking techniques -Techniques for cooking with fat -Heat cooking techniques -Mixed cooking techniques -New cooking techniques -Recipes -Pastry recipes
Dossier 4	Street food from around the world

Testo in adozione: **“Well Done”, Catering: Cooking and Service**, di Catrin Elen Morris, edizioni ELI

CONTENUTI DISCIPLINARI CLASSE QUARTA – INDIRIZZO SALA & VENDITE

MODULE	TOPIC
3	Food stores and suppliers <ul style="list-style-type: none"> • Sourcing suppliers, • Different kinds of suppliers, • Ordering and storing food, • Food and ingredients • Recipes
5	What's in a menu: <ul style="list-style-type: none"> • Designing a menu, • Menu formats • Understanding menus • Special menus
6	Nutrition: <ul style="list-style-type: none"> • The Eatwell Plate, • Organic food and GMOs, • Different diets, • Food allergies and intolerances, • Slow Food
Dossiers	<ol style="list-style-type: none"> 1. Culinary Geography, 2. Culinary Culture, 3. Culinary Habits
Approfondimenti	<ul style="list-style-type: none"> • Sustainable agriculture and Fair Trade, • Piatti tipici delle regioni italiane

Tite, Morris, Pozzetti, **Well Done! Catering: Cooking & Service**, ELI

CONTENUTI QUARTO ANNO – INDIRIZZO PRODOTTI DOLCIARI

Food stores and supplies	Sourcing suppliers Different kinds of suppliers Ordering and storing food
Food preparation and ingredients	<ul style="list-style-type: none"> – Pulses – Cereals – Fats – Fruit and vegetables – Eggs – Herbs, spices and condiments – Sweeteners and other kitchen agents – Different types of pastry – The art of ice-cream making – Recipes: <ul style="list-style-type: none"> ▪ <i>Warm lentil and carrot salad</i> ▪ <i>Apple crumble</i> ▪ <i>How to make an omelette</i> ▪ <i>Ras-el-Hanout</i> ▪ <i>Crème caramel</i> ▪ <i>Cornish Pastry</i> ▪ <i>Baked Alaska</i>
Bread	<ul style="list-style-type: none"> - A short history of bread - Different types of flour - Yeast
Food preservation	<ul style="list-style-type: none"> - Physical methods - Chemical methods - Physico-chemical and Biological methods
Cooking techniques	<ul style="list-style-type: none"> - Water cooking techniques - Fat cooking techniques - Heat cooking techniques

CONTENUTI DISCIPLINARI **CLASSE QUARTA** INDIRIZZO SERVIZI SOCIO-SANITARI

MODULE	TOPIC
3	Growing up: <ul style="list-style-type: none"> • adolescence education systems and • child care Grammar: <ul style="list-style-type: none"> • be / get used to, be allowed to, • phrasal verbs, • connectors
4	Dealing with handicap: <ul style="list-style-type: none"> • learning disabilities, • autism, • facing the challenge Grammar: <ul style="list-style-type: none"> • if clauses, • passive, • connectors, • make / do
5	Growing old: <ul style="list-style-type: none"> • healthy aging, • major problems and diseases Grammar: <ul style="list-style-type: none"> • past continuous, • phrasal verbs, • connectors
Approfondimenti	<ul style="list-style-type: none"> • Children's rights – UNICEF • Paintings: <i>J.Vermeer, The Girl with a Pearl Earring</i>; <i>T.de Lempicka, Girl in Green with Gloves</i> • Poetry: <i>P.Larkin, Love Songs in Age</i>

Revellino, Schinardi, Tellier, **Growing into Old Age**, CLitt

CONTENUTI QUINTO ANNO – INDIRIZZO COMMERCIALE

UNIT	TOPIC
THIS LITTLE PIGGY WENT TO MARKET	<p>Marketing, marketing plan, marketing concept and processes, situation analysis, marketing strategy, marketing mix, product life cycle</p> <ul style="list-style-type: none"> • Understanding marketing definitions • Understanding components and steps of a marketing plan • Understanding the marketing mix • Understanding branding and product promotion
BRAND NEW	<p>Internet and digital marketing, advertising, types and methods of advertising, adverts analysis</p> <ul style="list-style-type: none"> • Identifying advertising media • Talking about e-marketing • Understanding types and methods of advertising • Analysing adverts
MONEY MATTERS	<p>Money, raising money, sources of finance, types of banks, banking services, credit crunch</p> <ul style="list-style-type: none"> • Talking about money • Understanding different sources of finance for businesses • Identifying different types of banks and bank services • Understanding the credit crunch
MAKING ENDS MEET	<p>Budgeting, financial plan, breakeven analysis, method of payment, fraud</p> <ul style="list-style-type: none"> • Understanding and talking about company budgets • Understanding the financial section of a business plan • Understanding profits and losses • Understanding international methods of payment • Talking about online fraud
MACRO OR MICRO?	<p>Economy, economic environment, the business cycle, economic indicators, unemployment, role of government, inflation</p> <ul style="list-style-type: none"> • Understanding economic factors • Understanding the economic environment • Identifying stages of a business cycle • Identifying economic indicators • Measuring growth • Understanding inflation
GOING GLOBAL	<p>International issues, OECD/WTO, IMF, World Bank, TNI, World Trade Blocs, Multinationals</p> <ul style="list-style-type: none"> • Understanding international influence • Identifying international organisations and trading blocs • Understanding implications of globalisation

CONTENUTI QUINTO ANNO INDIRIZZO *ACCOGLIENZA*

UNIT	TOPIC
1	SWOT Analysis – The marketing mix and the final steps of marketing
2	AUSTRALASIA AND MIDDLE EAST <ul style="list-style-type: none"> • Main cities • The Middle East • Sidney – Australian outback – New Zealand – Hong Kong • Tour leaders of religious pilgrimages • Be operative: how to write a tour – Describing a region – Attracting customers' attention
3	FARAWAY DESTINATIONS <ul style="list-style-type: none"> • Africa and the Americas • African cities • North American cities • Central and South American cities • Be operative: describing a country
4	BE OPERATIVE <ul style="list-style-type: none"> • Describe a city of art • Arrange and describe your itinerary • How to make an oral presentation
5	<ul style="list-style-type: none"> • A brief history of art
6	GENERAL OVERVIEW

CONTENUTI QUINTO ANNO - INDIRIZZO SALA

UNIT	TOPIC
7 In the restaurant	<p>The restaurant staff</p> <p>Preparing for service-Service brigade</p> <ul style="list-style-type: none"> -A waiter's uniform <p>Preparation and service</p> <ul style="list-style-type: none"> -Preparing for service -Table setting -How to serve -Different types of service -Brief flambé history and flamed dishes - Buffet service and finger food -Pairing food and wine - Serving and pairing desserts with wine -Serving drinks <p>Welcoming and serving</p> <ul style="list-style-type: none"> -Phone bookings and welcoming guests -Taking and carrying out orders -Problems and complaints -Presenting the bill and the guests' departure
8 At the bar	<p>The staff and the equipment</p> <ul style="list-style-type: none"> -Bar, café and pub staff -Bar equipment and display <p>Drinks and service</p> <ul style="list-style-type: none"> -Bar service -Understanding and serving wine -Wine appellation -Beer -Craft beer and cider -Spirits and liqueurs -Cocktails -Alcohol-free cocktails -Long drinks -Juices, milkshakes and frappés -Happy hour -Hot drinks: tea and coffee <p>Serving at the bar</p> <ul style="list-style-type: none"> -Welcoming customers -Making suggestions and describing -Serving drinks at the bar
Dossier 3 Culinary Habits	<ul style="list-style-type: none"> -British cuisine: traditions and festivities -Easter food -American cuisine: traditions and festivities - American holiday food <p>Food and religious festivals</p>
Dossier 2 Culinary History	<p>Future foods</p>

Testo in adozione: “ Well Done” (Catering: Cooking and Service) Catrin Elen Morris ELI

CONTENUTI QUINTO ANNO - INDIRIZZO CUCINA

UNIT	TOPIC
5 Menu Planning	<p>What's in a menu?</p> <ul style="list-style-type: none"> -Designing menus -Menu formats -Understanding menus <p>Special menus</p> <ul style="list-style-type: none"> -Breakfast, lunch and dinner menus -English breakfast menus -Afternoon tea menus -Kids' menus -Dessert menus -Sweet recipes and wines -Cheese menus -Banqueting and special events menus -Religious menus
6 Safety procedures and Nutrition	<p>Health and safety</p> <ul style="list-style-type: none"> -HACCP -HACCP principles -Food transmitted infections and food poisoning -Food contamination: risks and preventives measures <p>Diet and nutrition</p> <ul style="list-style-type: none"> -The eatwell plate -Organic food and GMOs -The Mediterranean diet -Teenagers and diet -Sports diet -Food allergies and intolerances -Eating disorders -Alternative diets: macrobiotics, vegetarian and vegan -Alternative diets: raw food, fruitarian, dissociated diet -Healthy recipes
Dossier 3 Culinary Habits	<ul style="list-style-type: none"> -British cuisine: traditions and festivities -Easter food -American cuisine: traditions and festivities - American holiday food <p>Food and religious festivals</p>
Dossier 2 Culinary History	<p>Future foods</p>

Testo in adozione: “**Well Done**”, **Catering: Cooking and Service**, di Catrin Elen Morris, edizioni ELI

CONTENUTI QUINTO ANNO – INDIRIZZO PRODOTTI DOLCIARI

UNIT	TOPIC
Menu planning	<p>Designing menus Menu formats Understanding menus Special menus: breakfast, lunch and dinner English breakfast menus Afternoon tea menus Kids' menus Dessert menus Sweet recipes and wines Cheese menus Banqueting and special events menus</p> <p>RECIPES <i>Cheesecake</i> <i>Rooibos Brûlée with Honeyed Orange</i> <i>Key Lime Pie</i> <i>Pandoro recipe</i></p> <p>BRITISH CUISINE AMERICAN CUISINE</p>
Diet and nutrition	<p>The eatwell plate Organic food and GMOs The Mediterranean Diet Teenagers and diet Sports diets Alternative diets:</p> <ul style="list-style-type: none"> – Macrobiotics – Vegetarian – Vegan – Raw food – Fruitarian – Dissociated diet
Food and wine	<p>Brief flambé history and flamed disse Buffet service and finger food Pairing food and wine Serving and pairing desserts with wine Understanding and serving wines Spirits and liqueurs Juices, milkshakes and frappes Hot drinks: tea and coffee</p> <p>TRADITIONS Easter food</p> <p>RECIPES <i>Simnel cake recipe</i> <i>Pecan pie</i> <i>Frappe</i></p>

CONTENUTI DISCIPLINARI **CLASSE QUINTA** – INDIRIZZO SERVIZI SOCIO-SANITARI

MODULE	TOPIC
4	Dealing with handicap: <ul style="list-style-type: none"> • learning disabilities, • autism, • facing the challenge Grammar: <ul style="list-style-type: none"> • if clauses, • passive, • connectors, • make / do
5	Growing old: <ul style="list-style-type: none"> • healthy aging, • major problems and diseases Grammar: <ul style="list-style-type: none"> • past continuous, • phrasal verbs, • connectors
6	Hot issues: <ul style="list-style-type: none"> • addictions and eating disorders Grammar: <ul style="list-style-type: none"> • indirect speech, • time connectors
7	Careers in social work: <ul style="list-style-type: none"> • establishing good relationships
Approfondimenti	<ul style="list-style-type: none"> • Education: brani da <i>Charles Dickens</i>, Hard Times ; film Dead Poets' Society • Adolescence: canzone Father & Son • War poets: <i>Wilfred Owen</i>, Dulce et Decorum Est ; <i>Siegfried Sassoon</i>, Survivors • War paintings: <i>John Singer Sargent</i>, Gassed • Jewish Shoah: <i>W.H. Auden</i>, Refugee Blues

: Revellino, Schinardi, Tellier, **Growing into Old Age**, CLitt