

I.P.S.S.E.O.A. "R.A.
COSTAGGINI" RIETI
PROGRAMMA LINGUA INGLESE
A.S.2021/2022
CLASSE 3 G

TESTO: Daily Specials by Piera Angela Caruso e
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UNIT 5 WELCOMING GUESTS:

Welcoming guests

Step 1: Waiting staff task

Step2: Taking a reservation on the phone

Step 3: Dealing with customers' requests

Visual dictionary(Fruit, meat)

UNIT 6 WAITING ON CUSTOMERS AT TABLE

Waiting on customers at table

Step 1: Table service

Step2: Taking orders and suggesting dishes(dish ingredients and cooking methods)

Step 3: Ensuring customer satisfaction

Visual dictionary(Fish, vegetables)

UNIT 7 DINING ROOM SERVICE

Step 1: designing the dining room

Step 2: Working with the staff

Step 3: Techniques to impress customers

Visual dictionary(Barman equipment, Sommelier equipment, bar equipment)

Gli Alunni

Stefano Conti
Gianpiero

L'Insegnante
M.De Simone

M. De Simone