



**ISTITUTO STATALE di ISTRUZIONE SUPERIORE
L. EINAUDI – A. CECCHERELLI**

Agenzia Formativa Regione Toscana - Codice LI0599
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**PROGRAMMA SVOLTO
A.S. 2019/2020**

Materia:	Lingua inglese
Classe:	3 D sala
Insegnante/i:	Maria Cristina Verrocchi
Libri di testo:	Daily specials – ed. Le Monnier

<i>n° e titolo modulo o unità didattiche/formative</i>	<i>Argomenti e attività svolte</i>
1. Welcoming Guests to the Restaurant	Waiting Staff Tasks <ul style="list-style-type: none">- Waiting staff duties- The Restaurant Brigade- Restaurant staff uniforms
2. Welcoming Guests to the Restaurant	Taking a Reservation on the Phone <ul style="list-style-type: none">- Taking a reservation
3. Welcoming Guests to the Restaurant	Dealing with Customers' Requests <ul style="list-style-type: none">- A good waiter's skills- Welcoming customers
4. Waiting on Customers at Table	Table service <ul style="list-style-type: none">- Orders, service, and payment- Describing dishes
5. Waiting on Customers at Table	Taking Orders and Suggesting Dishes <ul style="list-style-type: none">- Taking orders and ordering
6. Waiting on Customers at Table	Ensuring Customer Satisfaction <ul style="list-style-type: none">- Setting the Bill- Handling Complaints- Facing complaints on social media

Piombino, giugno 2020

Firma Insegnante
Maria Cristina Verrocchi