

# Inglese per l'Accoglienza turistica



Prof.ssa Serena Baglivo

# Topics:

Functions (per accogliere il cliente, assisterlo  
durante il soggiorno e accomiarsi)

Concetti base di grammatica per costruire frasi  
semplici

# Fornire informazioni utili:

-Servizi e attività ricreative

-Food and drinks

-Mezzi di trasporto e orari

-Costi



# Welcoming (Accoglienza)

## VERY FORMAL

- Greetings --> Saluti
- Titles --> Appellativi di cortesia (Madam/Sir, Mrs/Mr)
- Verbi modali (Could, May, Might, Should)
- Saluti

## MORE INFORMAL

- Greetings --> Saluti
- Appellativi (you or names)
- Verbi modali (Can, Shall)



# Greetings (Saluti)

## Formal

### All'arrivo:

- Good morning
- Good afternoon
- Good evening

(a cui si può aggiungere l'espressione di cortesia "how do you do?", corrispondente all'italiano "come va" ma più formale.)

### Quando ci si separa:

- Goodbye
- Good night

# Greetings (Saluti)

## Informal

### All'arrivo:

-Hello

-Hi

(a cui si può aggiungere l'espressione di cortesia "*how are you?*", corrispondente all'italiano "*come va?*" ma più formale.)

### Quando ci si separa:

-Bye



# Titles

Mr/Mrs

Miss/MS

+ NAME

Sir/

Madam

NO NAME





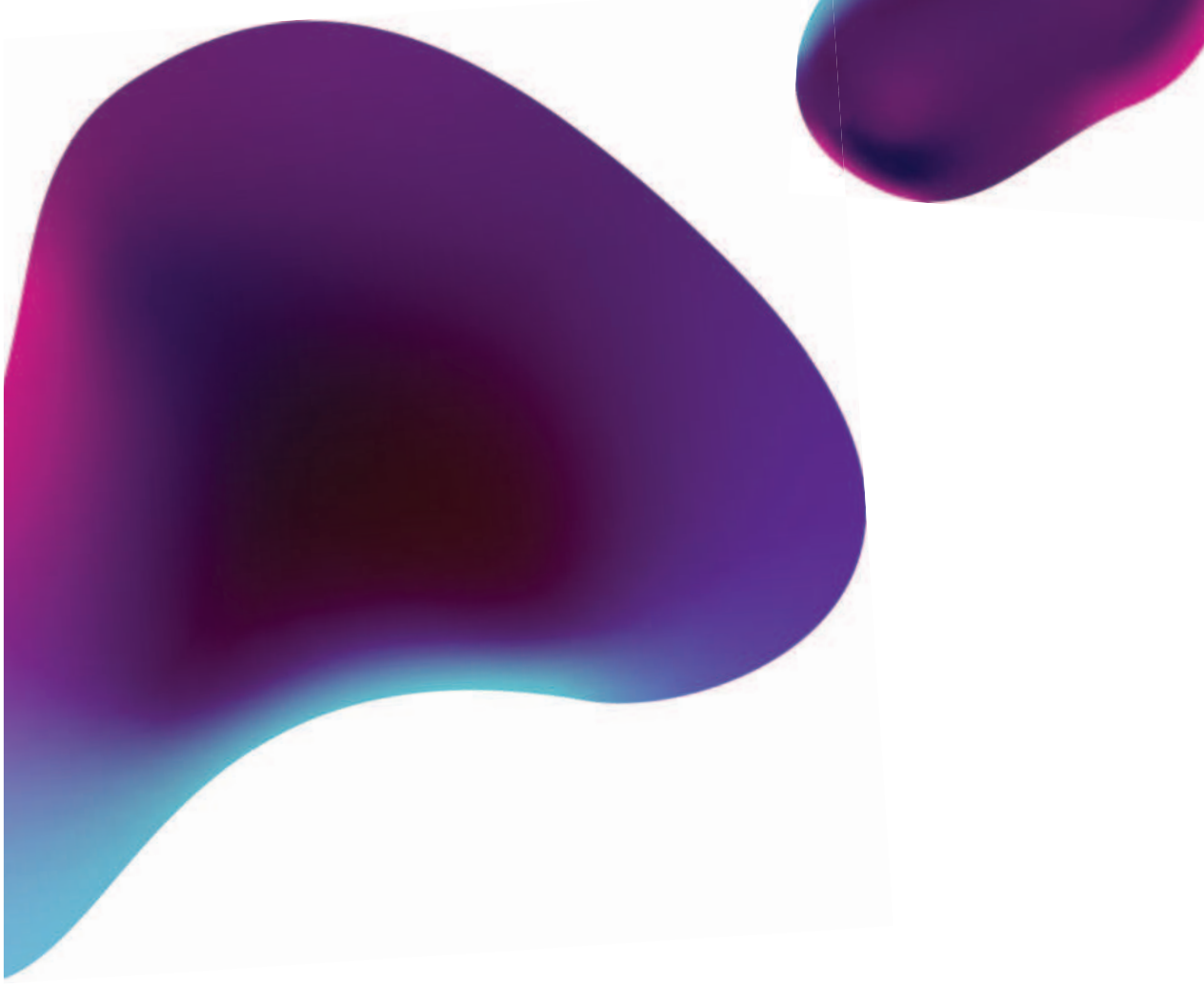
# Esempio di conversazione formale

Esempio conversazione in  
Hotel

Video YouTube

([https://www.youtube.com/watch?](https://www.youtube.com/watch?v=NEvuBkSCDbM)

[v=NEvuBkSCDbM](https://www.youtube.com/watch?v=NEvuBkSCDbM))



# **Elementi base di grammatica**

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# I VERBI AUSILIARI

'To be' (ESSERE)

'To have' (AVERE)

'To Do' (per costruire frasi  
interrogative e short answers)



# I verbi ausiliari

## TO BE - Affirmative Form

I

AM/ 'M

YOU

ARE/ 'RE

HE/SHE/IT

IS/ 'S

WE

ARE/ 'RE

YOU

ARE/ 'RE

THEY

ARE/ 'RE

# TO BE - Negative Form

I	AM NOT	'M NOT
YOU	ARE NOT	AREN'T
HE/SHE/IT	IS NOT	ISN'T
WE	ARE NOT	AREN'T
YOU	ARE NOT	AREN'T
THEY	ARE NOT	AREN'T

# I verbi ausiliari

## TO HAVE - Affirmative Form

I

HAVE/ 'VE

YOU

HAVE/ 'VE

HE/SHE/IT

HAS/ 'S

WE

HAVE/ 'VE

YOU

HAVE/ 'VE

THEY

HAVE/ 'VE



# TO HAVE - Negative Form

I

HAVE NOT

HAVEN'T

YOU

HAVE NOT

HAVEN'T

HE/SHE/IT

HAS NOT

HASN'T

WE

HAVE NOT

HAVEN'T

YOU

HAVE NOT

HAVEN'T

THEY

HAVE NOT

HAVEN'T

# I verbi ausiliari

## TO DO - Affirmative Form

I

DO

YOU

DO

HE/SHE/IT

DOES

WE

DO

YOU

DO

THEY

DO

# TO DO - Negative Form

I	DO NOT	DON'T
YOU	DO NOT	DON'T
HE/SHE/IT	DOES NOT	DOESN'T
WE	DO NOT	DON'T
YOU	DO NOT	DON'T
THEY	DO NOT	DON'T



# Costruzione di una frase semplice

- **Soggetto** (N.B.: deve essere SEMPRE espresso!)

- **Verbo** (coniugato al tempo verbale richiesto dalla situazione comunicativa)

- **Espansioni del verbo** (es. complementi)

# ESEMPI 'TO BE'



+

YOU ARE  
ITALIAN



-

YOU AREN'T  
ITALIAN



?

ARE YOU  
ITALIAN?

# 'TO HAVE'

+

HE HAS (GOT)  
A GARDEN

-

HE HASN'T  
(GOT) A  
GARDEN

?

HAS HE (GOT)  
A GARDEN?



# 'TO DO'



+

WE WORK IN A  
RESTAURANT



-

WE DON'T  
WORK IN A  
RESTAURANT



?

DO WE WORK  
IN A  
RESTAURANT?



# ATTENZIONE!

La costruzione della **forma interrogativa e interrogativo-negativa** prevede:

**INVERSIONE SOGGETTO-VERBO AUSILIARE**



# Esempio

- *DO YOU SPEAK ENGLISH?*
- *DOES SHE SPEAK ENGLISH?*



# Present simple

## Verbi regolari ('To work')

I

WORK

YOU

WORK

HE/SHE/IT

WORK **-S**

WE

WORK

YOU

WORK

THEY

WORK

# Verbi con variazioni ortografiche (-ch, -o, -s, -sh, -x)

I

WASH

YOU

WASH

HE/SHE/IT

WASH- **ES**

WE

WASH

YOU

WASH

THEY

WASH

# Question Words

Where

+ verbo (To be)

+ Sogg.

+Completamento

es.

Where is my room?

When

+ verbo (To be)

+ Sogg.

+Completamento

es.

When are you at home?

What

+ verbo (To be)

+ Sogg.

+Completamento

es.

What is your name?



# Question Words

Whose

+ verbo (To be)

+ Sogg.

+Completamento

es.

Whose is that dog?

Who

+ verbo (To be)

+ Sogg.

+Completamento

es.

Who is Meg?

How

+ verbo (To be)

+ Sogg.

+Completamento

es.

How are you?

*Description*



# QUALIFYING ADJECTIVES

## Attributo

-Precede il  
sostantivo

es. It's a *modern*  
*building*.

## Parte del P.N.

-Segue il verbo  
"To be"

es. The *glass*  
*isn't clean*

## Frase "?"

Verbo "To be" +  
sogg. + agg.

es. *Is the*  
*glass clean?*





## Salento, Italy: The Ultimate Travel Guide

The Salento peninsula, a subregion of Puglia in southern Italy, is known for its white sandy beaches and calm sea. It's a popular destination for Italians, but foreign visitors often overlook it. That's a shame as aside from the beautiful coastline, Salento features historic towns, delicious food, and fascinating local culture with many festivals.

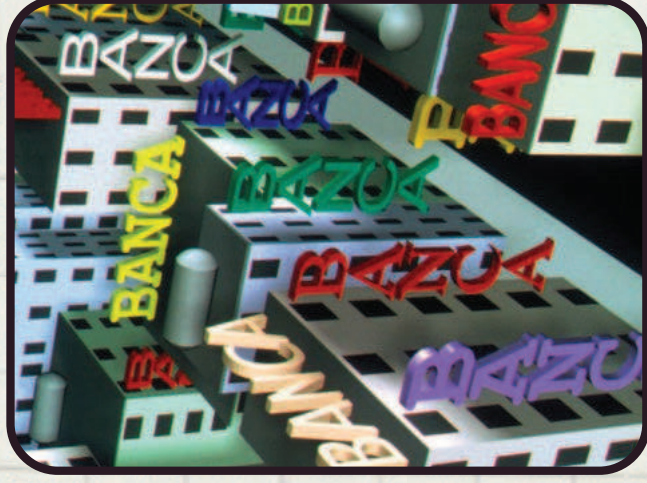


# Forma affermativa



## There is

Equivale  
all'italiano "c'è" (Si  
usa con i sostantivi  
singolari)  
e. There is a bank  
in my town.



## There are

Equivale all'italiano  
"ci sono" (Si usa con  
i sostantivi plurali)  
e. There are more  
banks in my town.



## Forma negativa

**-THERE ISN'T ("non c'è...")**

es. There isn't a restaurant  
in the city centre.

**-THERE AREN'T ("non ci sono...")**

es. There aren't any rooms  
left.

## Forma interrogativa

**-IS THERE..? ("C'è...?")**

es. Is there a restaurant  
in the city centre?

**-ARE THERE..? ("Ci sono..?")**

es. Are there any rooms  
left?



# ATTENZIONE!

**Quando, nella frase inglese con "there", il primo soggetto è singolare, il verbo va al singolare anche se seguono altri soggetti.**

es. There is a bank and a post office in via Roma Street.



# POSSESSION

Possessive adjectives

Possessive pronouns

Pronomi Soggetto	AGGETTIVI POSSESSIVI	PRONOMI POSSESSIVI
I	MY	MINE
YOU	YOUR	YOURS
HE/SHE/IT	HIS /HER / ITS	HIS /HERS
WE	OUR	OURS
YOU	YOUR	YOURS
THEY	THEIR	THEIRS



# ATTENZIONE!

-In inglese **aggettivi** e **pronomi possessivi** concordano con il **possessore** e non con **la cosa posseduta**.

es. Peter and his sister.

-**Aggettivi e pronomi possessivi non sono mai preceduti da articoli.**

es. Our dog is black and white.

# Would you like...?

Si usa per:

-offrire qualcosa --> es. Would you like some coffee?

-invitare qualcuno a fare qualcosa --> es. Would you like to eat something?



# “What would you suggest/recommend/advise?”

## 1. Suggest something

**suggest/recommend/advise + noun**

*es. I recommend the restaurant down the street.*

## 2. Suggest doing something

**suggest/recommend/advise + gerund**

*es. I recommend taking a guided tour of the city.*



# Activities for Parents



✓ ***Taking a guided boat trip (tour of the caves by boat)***

✓ ***Diving***

✓ ***Windsurfing***

✓ ***Hiking/trekking***


✓ ***Taking a kayak tour***

✓ ***Cycling***

✓ ***Yoga***

✓ ***Taking a nature walk (paths)***

✓ ***Going to a cooking class***



# *Services in an Accommodation Facility*



- 
- ✓ ***Free parking space***
  - ✓ ***Wellness Area***
  - ✓ ***Strongbox***
  - ✓ ***Mini-bar***
  - ✓ ***Swimming pool***
  - ✓ ***Terrace***
  - ✓ ***Gym***
  - ✓ ***Floor***
  - ✓ ***Elevator/Lift***

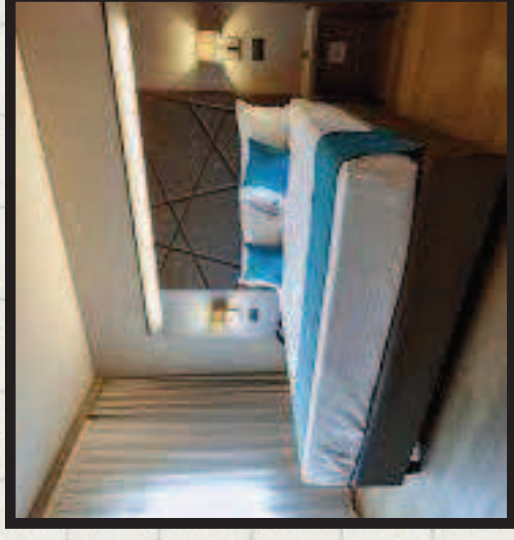
# Types of Room





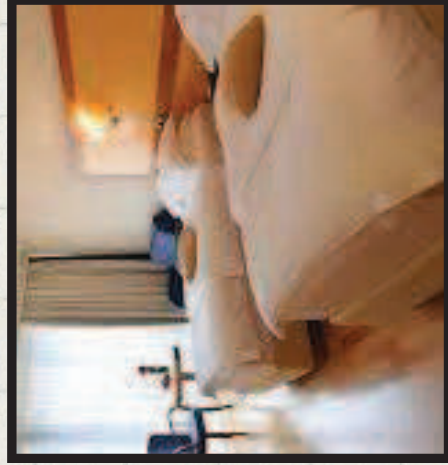
## Single Room

One single bed for  
single occupancy.



## Double Room

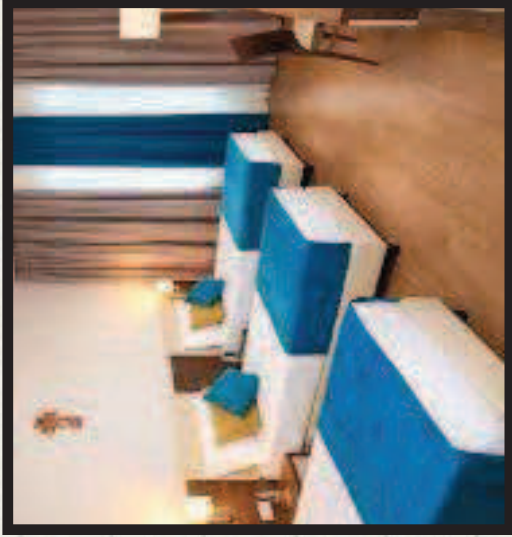
One double bed for  
double occupancy



## Twin Room

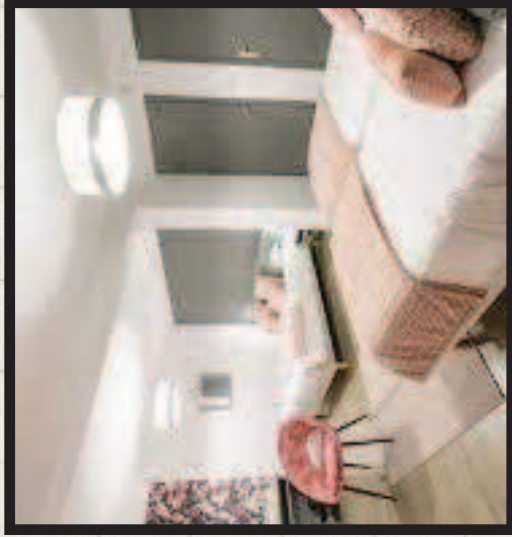
Two single beds for  
double occupancy





## **Triple Room**

Three separate single beds. Can be occupied by three guests.




## **Quad Room**

Four separate single beds and can accommodate four people together in the same room.

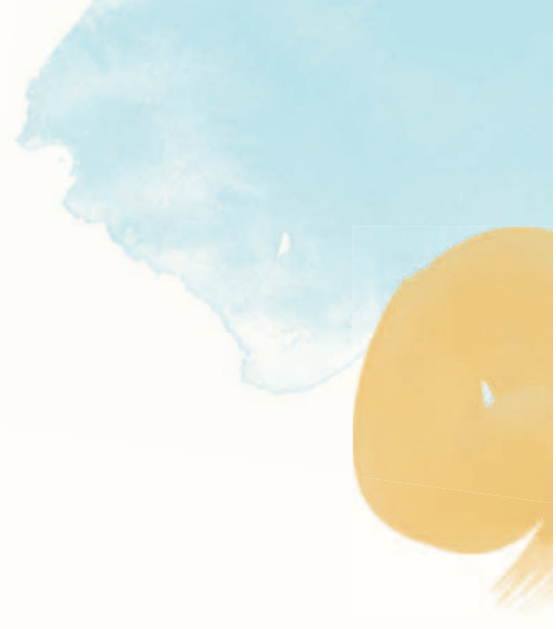
# Services in a Room



- 
- ✓ ***Room service***
  - ✓ ***Cleaning***
  - ✓ ***Laundry service***
  - ✓ ***Free Wi-Fi connection***
  - ✓ ***Air-conditioned***
  - ✓ ***Mini-bar***
  - ✓ ***Strongbox***
  - ✓ ***Balcony***



# Food and Drinks



Lexicon -  
link

# **QUANTITY**

**Countable nouns**

**Uncountable nouns**



## Countable (numerabili)

Sostantivi che hanno singolare e plurale:

-al singolare possono essere accompagnati dall'articolo **a/an**

es. *I have got a car*

-al plurale da un **numerale**

es. *I drink two glasses of water in the morning*

## Uncountable (non numerabili)

Sostantivi che non hanno il plurale:

-**non** sono preceduti da **articoli** né da **numerali**

es. *I drink coffee*

-il verbo che li accompagna è sempre al **singolare**

es. *This luggage is heavy!*

Alcuni sostantivi numerabili in italiano **non** lo sono in inglese.

Tra questi i più comuni sono:

- **Advice** = consiglio/i
- **Business** = affare/i
- **Furniture** = mobilio/mobili
- **Hair** = capelli
- **Housework** = pulizie
- **Information** = informazione/i
- **Luggage** = bagaglio/i
- **Money** = soldi
- **News** = notizia/e
- **Progress** = progresso/i
- **Spaghetti** = spaghetti

Tutti i sostantivi, sia **numerabili plurali** che **non numerabili**, possono essere preceduti da:

- **some**

- **any**

- **no**

**Some, any, no** corrispondono agli aggettivi e pronomi indefiniti (o partitivi) italiani e sono usati per indicare una certa quantità di...



# SOME

Qualche, un po', alcuno/i, del, dello/a, dei, degli, delle

## Frase affermativa

es. *There is some  
olive oil in the salad*  
es. *There are some  
apples in the  
kitchen*

## Frase interrogativa

Quando si fa un'offerta o una richiesta

es. *Would you like  
some tea?*  
es. *Can I have some  
wine, please?*



# ANY

Qualche, un po', alcuno/i, del, dello/a, dei, degli, delle

**Frase interrogative,  
interrogativo-negative**

es. *Is there any  
coffee?*

*Yes, there is some.*

*No, there isn't any.*

**Frase negative**

es. *There aren't any  
free rooms.*



**NO**

Nessun/o

**Verbo in forma  
affermativa**

es. *There is no  
bread left.*



# At the Restaurant



Link Video

Conversation at a restaurant



# Means of Transport





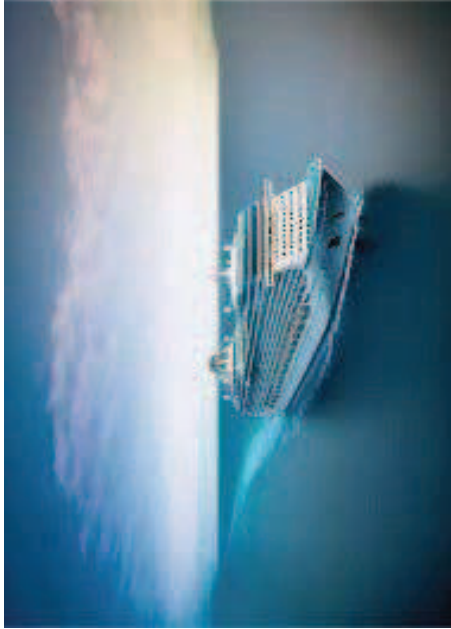
**Car**



**Bus**



**Train**



**Ship**



**Plane**



**Taxi**





**Electric Bike**

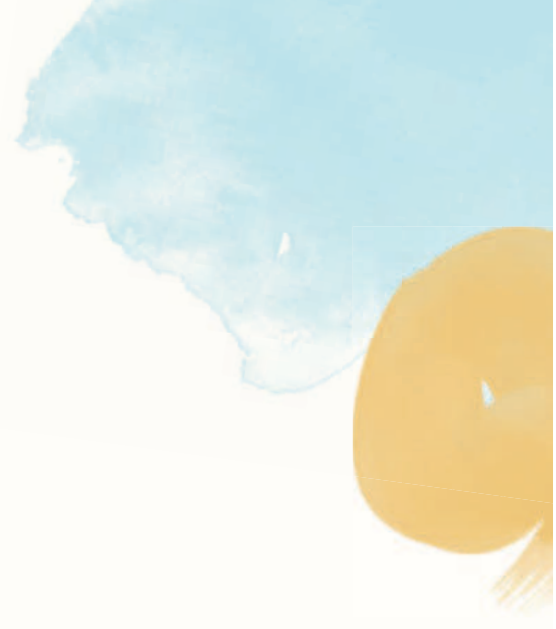


**Electric Car**



**Electric Kick Scooter**

What  
time?





# Per dire gli orari si usano:

- i numeri da **1** a **12** per indicare l'ora
- i numeri da **0** a **59** per indicare i minuti

N.B. l'ora esatta si indica con 'o clock  
Si usa **am** (ante meridiem) per le ore che vanno da mezzanotte a mezzogiorno, **pm** (post meridiem) da mezzogiorno a mezzanotte.







We normally add a ***TH*** to the end of a cardinal number to make it an ordinal number. Be careful of the spelling exceptions below:

1 <sup>st</sup> first	11 <sup>th</sup> eleventh	21 <sup>st</sup> twenty-first
2 <sup>nd</sup> second	12 <sup>th</sup> twelfth	22 <sup>nd</sup> twenty-second
3 <sup>rd</sup> third	13 <sup>th</sup> thirteenth	23 <sup>rd</sup> twenty-third
4 <sup>th</sup> fourth	14 <sup>th</sup> fourteenth	24 <sup>th</sup> twenty-fourth
5 <sup>th</sup> fifth	15 <sup>th</sup> fifteenth	25 <sup>th</sup> twenty-fifth
6 <sup>th</sup> sixth	16 <sup>th</sup> sixteenth	26 <sup>th</sup> twenty-sixth
7 <sup>th</sup> seventh	17 <sup>th</sup> seventeenth	27 <sup>th</sup> twenty-seventh
8 <sup>th</sup> eighth	18 <sup>th</sup> eighteenth	28 <sup>th</sup> twenty-eighth
9 <sup>th</sup> ninth	19 <sup>th</sup> nineteenth	29 <sup>th</sup> twenty-ninth
10 <sup>th</sup> tenth	20 <sup>th</sup> twentieth	30 <sup>th</sup> thirtieth
		31 <sup>st</sup> thirty-first
		40 <sup>th</sup> fortieth
		41 <sup>st</sup> forty-first
		50 <sup>th</sup> fiftieth
		51 <sup>st</sup> fifty-first

## USES OF ORDINAL NUMBERS

**DATES:** Her birthday is on the **29<sup>th</sup>**.

**CENTURIES:** Shakespeare was born in the **16<sup>th</sup>** century.

**SEQUENCE/ORDER:** My team came **second** in the league.

**FLOORS OF A BUILDING:** His office is on the **tenth** floor.



# Days of the week



# Months of the year

January

July

February

August

March

September

April

October

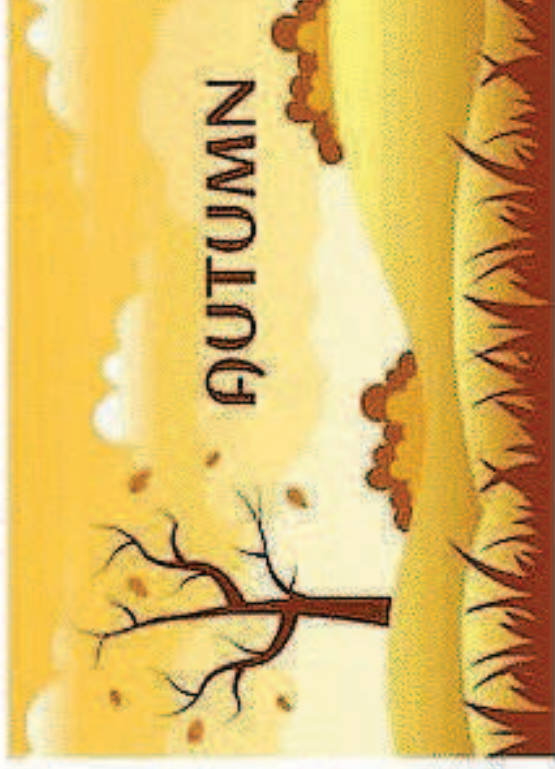
May

November

June

December

# Seasons





# Printover



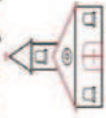
## PLACES IN TOWN



the airport



the bowling alley



the church



the hospital



the park



the police station



the shoe shop



the theatre



the bakery



the bus stop



the cinema



the hotel



the pet shop



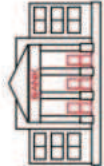
the post office



the shopping centre



the toy shop



the bank



the butcher's (shop)



the football stadium



the library



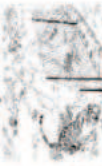
the petrol station



the restaurant



the supermarket



the zoo



the beach



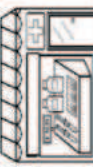
the café



the hairdresser's



the museum



the pharmacy



the school



the swimming pool



home

Asking  
and giving  
directions





Link

Video

# Giving Directions

PART ONE: Learn / revise some words and expressions related to directions.

## VERBS



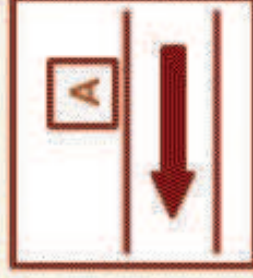
turn left



turn right



go straight  
ahead



go past ...



cross

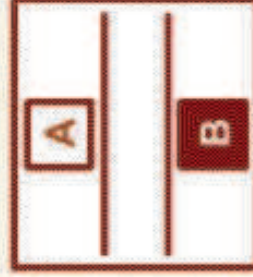
## PREPOSITIONS OF PLACE



at the  
corner of ...



next to



opposite



between

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