



# Welcome to Friuli

## COURSE DETAILS

Course length	40 hours
Lessons	20
Frequency	Two 90-minute lessons per week
Study Centre/homework	2 hours per week (recommended minimum)
Start date	to be decided
Levels	A2 to B2 (Pre-Intermediate to Upper-Intermediate)
Group size	6 – 8 people
Target student	People working in the hospitality sector: owners of 'agriturismi', B&Bs, hotel staff

## COURSE FOCUS

This course focuses on improving your COMMUNICATION SKILLS and covers:

**SPEAKING**

**LISTENING**

**VOCABULARY**

**PRONUNCIATION**

with some work on:

**WRITING**

**READING**

**GRAMMAR**

## COURSE CONTENT

The following is an example of what you will study on this course:

### Skills Work

#### **SPEAKING and LISTENING**

- Dealing with telephone enquiries and giving info
- Checking and correcting information over the phone/ spelling
- Taking bookings
- Receiving guests/ welcoming visitors
- Checking in, introductions making small talk
- Describing self and work
- Touring the house/farm/ hotel
- Rules and regulations
- Talking about the weather
- Helping tourists to the area
- Giving directions and following on the map
- Describing Friuli
- Describing a town
- Recommending places to visit
- Talking about local food and wine
- Talking about likes and dislikes
- In the restaurant
- Dealing with complaints
- Solving problems

#### **WRITING**

- Your website and other literature (brochures, leaflets, etc.)

- Business correspondence: emails, business letters, faxes, memos
- Emailing: booking confirmation, giving directions, making recommendations,
- Dealing with complaints in writing
- Accepting thanks in writing

## **Lexical areas**

- products
- prices, quantities, dates, times
- towns, places of interest
- hotels
- furniture and rooms
- standard telephone expressions
- food
- wine and other drinks
- the weather
- geographical features

## **Grammatical themes**

- review of present simple
- review of the past simple
- prepositions of location
- going to/think ... will/might
- imperatives, should/must