



DEASCUOLA

INSEGNARE INGLESE

Insegnare con...

Travel the Globe:

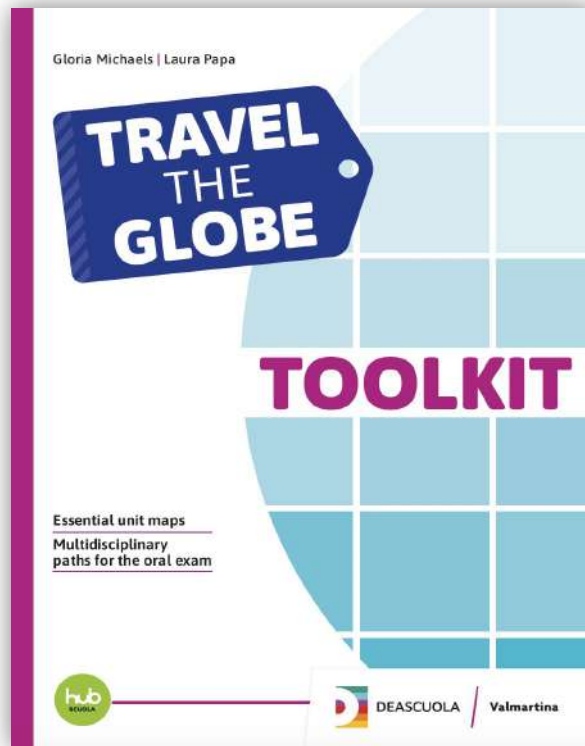
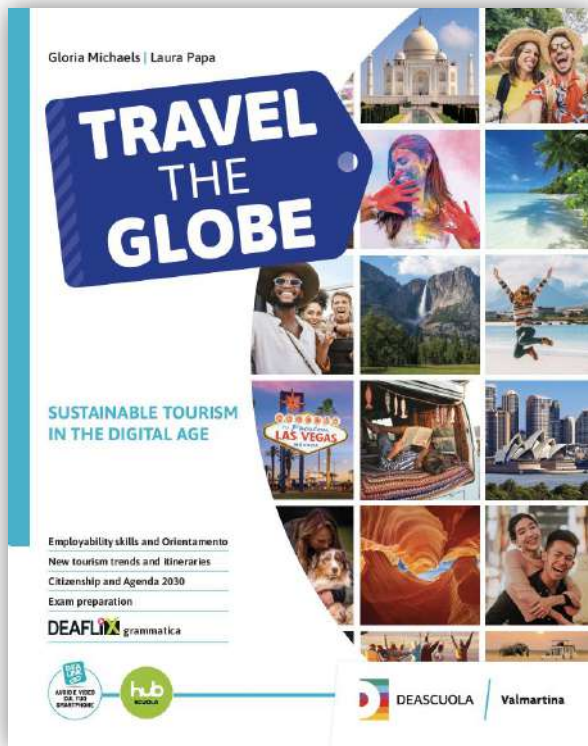
Relatrici:

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Insegnare con... *Travel the globe*



NOVITÀ

- Educazione civica
- Orientamento
- Preparazione al nuovo esame di Stato

.... E molto altro!

Insegnare con... *Travel the globe*

- Com'è cambiato l'insegnamento dell'**inglese turistico**
- Nuove tendenze e attenzione alla **sostenibilità ambientale**
- Il settore turistico: **orientamento e nuove prospettive professionali**



Insegnare con... *Travel the globe*

APERTURA MODULO



MODULE F

TOURISM IN ITALY

“
How beautiful is sunset,
when the glow
Of Heaven descends
upon a land like thee,
Thou Paradise of exiles, Italy!
Percy Bysshe Shelley
”

Learning objectives

KNOWLEDGE	SKILLS AND COMPETENCES	ITINERARIES
- Italy's highlights - Mountains and lakes - The countryside - At the seaside - Italian cuisine - Italian cities: Rome, Florence, Venice, Palermo	- Writing a brochure - Explaining the ingredients in a dish - Writing emails of enquiry and replies - Writing a review - Describing a traditional festival - Describing a TV series	- Discover Marche, Umbria and Tuscany - Explore Cilento and the Amalfi Coast - A different Rome - Beautiful Palermo



← VIDEO DI SAM

1. Read the quote on the previous page and try to understand the contrast between the idea of heaven and beauty and the figure of an exile who is in a beautiful place but can't go back home. What kind of feelings might he have? In pairs, exchange opinions.

WHILE YOU WATCH

2. Watch the video and take notes about the experience Sam talks about and the adjectives he uses to describe a place of beauty.

DISCUSS

3. Write about a place of particular beauty you have visited in Italy (100-120 words).

CITIZENSHIP AND AGENDA 2030

- Preserving a country's heritage

ENGLISH AT WORK PCTO

- Booking a table
- Describing art

CITIZENSHIP AND AGENDA 2030

- Preserving a country's heritage

ENGLISH AT WORK PCTO

- Booking a table
- Describing art

Insegnare con... *Travel the globe*



Insegnare con... *Travel the globe*

LE RUBRICHE

Niche tourism Unit 7

THE WORDS OF TOURISM

Sports and activities



1. Match the pictures (1-12) with the words below (A-L).

A ☐ archery	G ☐ golf
B ☐ canoeing	H ☐ hiking
C ☐ kayaking	I ☐ ice skating
D ☐ sailing	J ☐ surfing
E ☐ climbing	K ☐ diving
F ☐ ballooning	L ☐ skydiving

2. Where do you do these sports and activities? Use a dictionary to help if necessary.

1. canoe	4. golf
2. court	5. pool
3. course	6. rock
	7. wall

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THE WORDS OF
TOURISM

AT THE MOVIES

AT THE MOVIES

Dune (2021)

directed by Denis Villeneuve

The epic science fiction blockbuster series is a remake of the 1984 film *Dune*, based on the novel by Frank Herbert. In a distant future the young Paul Atreides, heir of a powerful dynasty, and his witch-like mother survive a cruel attack on their reign aimed at the control of a powerful spice.

To take revenge and save the universe they need to defend the planet of Arrakis, home of 'the spice' and inhabited by blue-eyed people called Fremen, who survive in the harsh conditions of the desert. Shot in the otherworldly desert Wadi Rum in Jordan – also known as the 'Valley of the Moon' – the film derives much of its fascination from its breathtaking setting.



Insegnare con... Travel the globe

LE RUBRICHE

Itineraries and tours

James Joyce

THE VOICE OF LITERATURE

Joyce's Ulysses

In the extract below, the reader can have an example of Joyce's style. The fourth chapter of Ulysses, Calypso, begins at dawn with Leopold Bloom making breakfast in the kitchen of the Bloom home at 7 Eccles Street. Bloom feeds the cat some milk, walks to Diogenes's butcher shop to buy a kidney for his breakfast, and feels depressed as a cloud covers the sun. He returns home, where he brings in the morning mail to his wife Molly, who is still in bed. The following is a dialogue with the cat:

The cat walked stilly round a leg of the table with tail on high.

— Meow!

— O, there you are, Mr Bloom said, nursing from the fire.

[...]

He bent down to her, his hands on his knees.

— Meow!

— Well, for the pussen, he said.

— Meow! the cat cried.

They all then stopped. They understood what he says better than we understand them. She understands all the words to Viodelletta too. [...] Wonder what I look like to her. Height of a tower? No, she can jump me.

— Afraid of the children she is, he said mockingly. Afraid of the choochbooks. I never saw such a stupid pussen as this pussen.

— Meow! the cat said loudly.

She looked up out of her odd slanting eyes, meeting ghostly and long, shooting him her milklike tooth. He watched the dark pupils narrowing with greed? Till her eyes were green stones. Then he went to the dinner, took the pig Hamilton millman had just filled for him, poured warmish milk on a saucer and set it slowly on the floor.

— Guard! she cried, running to lap.

He watched the brilliant shining white in the weak light as she tipped three times and licked lightly. Whether it was if you clip them they can't move after? Why? They also in the dark, perhaps, the tips. Or kind of flinders in the dark, perhaps.

He listened to her licking lap. Ham and eggs, no. No good eggs with this drowsy. Went piss four times. Thursday not a good day either for a morning kidney at Buckley's. Filled with better, a shake of pepper, better a pork kidney at Diogenes's. While the kettle is boiling, she lapped slower, then licking the saucer clean. Why are their tongues so rough? To lap better, all porous holes.

COMPREHENSION

1. Read the extract above and answer the questions.

- What does the cat want to say with the first 'Meow'?
- And with the second and the third?
- What does the cat like?
- What is she afraid of?
- How does Bloom describe her?

2. 2023 Read Extract from Dubliners by Joyce.

With the help of your Italian teacher, first explain the difference between the writing style in this story and the above extract from Ulysses, focusing on the narrative technique.

Then consider the idea of *stream of consciousness* and try to understand in what way *Ulysses* is another *stream of consciousness*.

Write your ideas and conclusions in a presentation.

THE VOICE OF LITERATURE

ENGLISH AT WORK

New tourism trends

ENGLISH AT WORK

Apologising and solving problems

1. **WHICH** or **read** and listen to the conversation between a hotel receptionist and a guest.

RECEPTIONIST: Oh, good evening, Miss Gaskell. Did you enjoy your trip to the vineyard today?

GUEST: Not at all. That's why I am here. I have a complaint to make.

R: Ah, well, I'm sorry to hear that. I'm afraid the manager isn't available at the moment. Perhaps I can help. What was the problem?

G: I've had nothing to eat all day. It's not good enough. I want my money back.

R: Well, I'm very sorry about this. When's lunch provided by the vineyard?

G: Oh, yes, but there was only wine to drink and I don't drink alcohol, plus the food consisted of cold meat and cheese. I saw a vegetarian and I have cholesterol problems.

R: I see. Well, I do apologise. We do apologise: reputation loses for guests if we know it's obvious. Was the staff informed?

G: Oh, yes, I told the young girl with the long hair... she was lovely on Tuesday when the trip was booked.

R: Ah, there must have been some misunderstanding. I will personally make sure nothing like this ever happens again. Now I see you are with us for the further four nights. Can I offer you a complimentary trip during your stay?

G: Oh... well, what other trips are there?

R: Well, we have a business class. Please select any trip you would like to go on and we will be more than pleased to pay all the expenses.

G: I'll look at this and come back later. However, I do expect to be attended for my trip to the vineyard.

R: Yes, of course. It will be deducted from your bill.

G: Oh, and while I'm here you should know that the heating in my room is not working.

R: I'll send for a technician immediately. And one again, I do apologise for the inconvenience.

2. 2023 READING FOR HOME Read the dialogue again and look at the useful expressions box. Say how the receptionist...

- apologises (x) 3
- offers to help the guest himself

USEFUL EXPRESSIONS

It is sorry to hear that
I'm afraid the manager isn't available at the moment.
Perhaps I can help.
I'm very sorry about this.
I do apologise.
Was the staff informed?
There must have been a misunderstanding.

I will personally make sure
nothing like this ever happens again.
The cat will be deducted from your bill.
I do apologise again for the inconvenience.

3. measures the guest that the mistake won't be repeated

4. says that the guest won't have to pay

5. closes the conversation

TOURISM IN ACTION

1. In pairs, act out the following conversations like the useful expressions.

- A hotel guest asked for a taxi to reach a concert hall. The staff called the taxi after 20 minutes and he missed the concert.
- A guest asked for a refund because he booked an optional excursion from the hotel but when they got on site it started raining and the guide left without offering any alternative.
- A customer who has returned from a seaside holiday calls the travel agent to complain that the beach was too far from the hotel and it took her a 30-minute bus ride to reach it every day. He says that he informed them when booking that he wanted a hotel directly on the beach.

Insegnare con... Travel the globe

EDUCAZIONE CIVICA E AGENDA 2030

8 Transport in tourism

CITIZENSHIP IN TOURISM

The importance of oceans and seas

Goal 14 (Life below water) in Agenda 2030 calls for the conservation and sustainable use of the oceans, seas, and marine resources for sustainable development. Healthy oceans and seas are essential to our existence: they cover 70% of our planet and we rely on them for food (fish represents 15-20% of protein consumption in the human diet), energy, and water. However, the human impact on waters all over the globe is devastating, with threats to the marine ecosystem going from climate change, which increases temperatures endangering several species and leading to a rise in sea waters and pollution, which typically takes two forms: chemical and trash.

MARINE POLLUTION Chemical contamination occurs when human activities, such as the use of fertilizers on farms, lead to the presence of chemicals in waterways, which eventually flow into the ocean and pollute it with potentially toxic substances, such as nitrogen and phosphorus. Marine trash refers to all manufactured products – most of them plastic – coming from sources on land – that end up in the ocean. Items like shopping bags, plastic bottles, cigarette butts, bottle caps, food wrappers, and fishing gear have invaded the ocean and can take hundreds of years to decompose. Some sea animals eat plastic products, taking them for food, and absorb the chemicals from the plastic into their tissues. Moreover, plastics that float tend to collect in large "patches". The Pacific Garbage Patch is perhaps the most notorious example, with plastic and microplastics floating on and below the surface of ocean currents between California and Hawaii. Solutions for marine pollution include prevention and cleanup.

MARINE POLLUTION Watch the video and take notes: make a list of three examples of marine pollution with the year and the country where they occurred, and a short description of each.

POLLUTION FROM VESSELS Another form of marine pollution is related to the use of boats and ships, also called vessels since the 1980s, the international community has cooperated in the development of a number of laws to prevent or minimize pollution from vessels, including the 1983 International Convention for the Prevention of Pollution from Ships, which focused on the discharge of oil and was later updated, adding other possible pollutants, such as sewage, garbage on board, and also air pollution caused by ships.

THE IMPACT OF TOURISM Tourism is certainly involved in marine pollution from vessels, since travelling by water is often associated with holidays, either to reach a remote destination or to spend the holiday itself on board, be it on a smaller yacht or a huge cruise ship. Leisure boating is an important economic activity in nautical tourism destinations all around the world. Its impacts on the environment include the effect of anchoring on seagrass meadows, motor noise disturbance, discharge of grey or black waters, air pollution, fuel, and oil leaks. Research is required to monitor these ecological impacts and pressures, especially in marine protected areas (MPAs).

COASTAL DESTINATIONS Besides pollution from vessels, tourists all around the world are also responsible for the amount of trash produced in seaside destinations. Responsible and sustainable resorts will pay attention to the disposal of garbage and equip all beaches with the necessary facilities, so that no cigarette butts, plastic bottles, or any other form of trash reaches the sea. However, there are still areas in the world where environmental issues are not considered important and it is up to the single tourist to behave responsibly and carry back to their accommodation all the unwanted remains of meals or other activities on the beach.

GOING PLASTIC-FREE Forward-looking examples of sustainable resorts or hotels include those that have gone plastic-free. This means they offer their customers filtered water in glass bottles and liquid amenities in refillable containers, dry products are wrapped in compostable paper. Solitary items come in compostable pumpkins and sometimes tourists are invited to find out more about environmental issues, contributing to making a change. Some Maldivian islands, for instance, involve holidaymakers in a project to regenerate dead corals allowing new "coral nurseries" to grow and replace the dying ones.

COMPREHENSION

- Read the text on pages 64-65 and say if the problems are related to climate change (CC), chemicals (CH), marine trash (MT), or pollution from vessels (PV).

	CC	CH	MT	PV
1 Fertilizers used in agriculture reach the ocean through rivers.	☐	☐	☐	☐
2 Sea waters have higher temperatures.	☐	☐	☐	☐
3 Beachgoers litter the beach and the wind blows plastic debris into the sea.	☐	☐	☐	☐
4 Cargos carrying oil disperse their contents in the sea due to accidents.	☐	☐	☐	☐
5 Species living in colder waters can't find a proper habitat.	☐	☐	☐	☐
6 Cigarette butts are thrown into the sea by sailors.	☐	☐	☐	☐
7 Industries pour toxic substances into the waterways nearby.	☐	☐	☐	☐
8 A commercial ship keeps running its engine while in port, emitting fumes.	☐	☐	☐	☐
9 Chemical substances which make up detergents are flushed in the toilets.	☐	☐	☐	☐
10 Fishermen consume rats, which break up into the ocean and are not collected.	☐	☐	☐	☐
11 Beaches shrink and islands risk being submerged.	☐	☐	☐	☐
12 A large cruise ship dumps its garbage into the sea at night.	☐	☐	☐	☐

DEBATE

- Form pairs. Half the pairs in the class prepare to support the statement, the other half prepare to argue against the statement.
- Each 'For' pair joins an 'Against' pair to form a group of four.
- In each group, the students present their arguments for and against the statements.

Language should be completely neutral and all offensive expressions should be banned.

FOR:

- Neutral language is a sign of civilisation: it helps to make everyone feel comfortable and contributes to ending discrimination.
- Using biased expressions inevitably perpetuates the stereotypes they reflect, even if the speaker is not aware of the stereotyped connotations. (Add your own ideas).

AGAINST:

- Neutral language is impossible: even if single expressions are avoided, others will replace them because prejudice is part of human nature and each culture inevitably has its own stereotypes.
- Focusing on language is a form of hypocrisy: saying 'person with disability' instead of 'disabled person' is not important. The only important thing is facts, as providing funds and opportunities to include these people. (Add your own ideas).

THINKING ROUTINE - Think, puzzle, explore

Look at the picture on this page and consider the information in the text.

- Think about the connection between mass tourism and pollution. Is it possible for tourism to have no impact on the environment? Which aspect increases pollution more quickly: the number of tourists or their eco-friendly/eco-unfriendly approach? Give reasons.
- Puzzle over the consequences of an ever-increasing tourism sector: What are the risks? Give examples.
- Explore possible solutions or ideas to improve the situation. How can the tourism sector contribute to solving the problems it creates?

THINKING
ROUTINES

DEBATES

Insegnare con... Travel the globe

EDUCAZIONE CIVICA E AGENDA 2030

Itineraries and tours

CITIZENSHIP IN TOURISM

Disabilities and inclusion

Several goals in Agenda 2030 focus on guaranteeing equal opportunities to all, mentioning people with disabilities in a number of targets. The goals more closely linked to inclusion, however, are number 10 (Reduced inequalities), which aims at ending discrimination in all its forms, and number 11 (Sustainable cities and communities), which focuses on cities and settlements being made accessible to all. This obviously includes tearing down architectural barriers and making sure that all new infrastructures are built with wheelchair accessibility in mind.

TOURISM FOR DISABLED PEOPLE When it comes to tourism for disabled people, most operators tend to consider the needs of people with reduced mobility, whereas they are in a wheelchair temporarily after an accident, or permanently due to disabilities or simply old age. Finding hotels, infrastructures, and means of transport that allow everybody easy access has become essential for tourism professionals, especially for health-related holidays and in case the target consists of elderly people. However, inclusion means much more than this. Disabilities are not only related to a person's movements and can affect their everyday life in a number of situations. Mental health problems, blindness, and loss of independence, oppositional behaviors, and other factors can influence the type of holiday people with disabilities can enjoy. On top of all this, a tight budget might further reduce the options for them and their families.

1. Read the text and answer the questions.

- What different needs can people with disabilities have? How do they affect their choice of a holiday destination?
- What problems besides reduced mobility are quoted in the text?
- What steps can lead to a truly inclusive holiday?

COMPREHENSION

2. In pairs, think of all the situations during a holiday which might affect a person with disabilities. Discuss solutions for each of them and report your ideas to the class.

SPEAKING

3. Some tour operators specialise in tourism for people with disabilities and hire employees with exceptional communicative skills and empathy who can create positive relationships with disabled people and their families. Would you like to work in this kind of business? Write a short paragraph (150-200 words) explaining why you would/why you would not consider yourself a suitable candidate.

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Tours around the world Unit 10

TOWARDS THE ORAL EXAM

Look at the picture below to prepare a 15-minute speech about disability and inclusion. Time yourself and practise your speech, using the following expressions:

- Watching this picture makes me think of...
- I have tackled the same topic in... (name of subject), in particular...
- I would like to end my speech with... (name of subject) since I have studied...

ARTE E TERRITORIO

Architectural barriers
Architecture is one of the art forms which has a stronger impact on the lives of disabled people. Contemporary architects are well aware of the question and plan their buildings accordingly, but in the past, disabled people's needs were disregarded and, as a consequence, cities that still boast ancient – especially medieval – architecture tend to be less accessible due to elements such as steep stairs, narrow streets, cobbled roads, and so on.

EDUCAZIONE CIVICA

Goal 11 Sustainable cities and communities
This goal includes a number of targets that are related to disabled people: cities should offer accessible means of transport and be built so that all citizens can enter and make use of public buildings, private houses, green areas, and workplaces.

SCIENZA E TECNOLOGIA

Paralympic Games
During the London 2016 Olympic Games, the first competition for wheelchair athletes started. Paralympic history: Sweden disabled men and women took part in an archery competition, paving the way for the first Paralympic Games, in Rome in 1960. The Games take place every four years and are a key symbol of inclusive societies.

CONTESTI EDUCATIVI E TURISMO

Disabled people's rights
International legislation protects disabled people with specific laws and conventions. For example, the UN Convention on the Rights of Persons with Disabilities (CRPD) aims at the full and equal enjoyment of all human rights by all persons with disabilities. In Italy, equal rights and dignity are granted in the Constitution, and there are also special rights in the workplace and in terms of medical and social assistance, in particular through Law 104/92.

I'm going the way opposite to mine.

Guidelines You can follow these guidelines to organise your speech.

- Step 1 – Identify the main topic.
- Step 2 – Match subjects.
- Step 3 – Expand each subject and put them in the right order so that you can move from one to the other naturally.
- Step 4 – Take a deep breath and start speaking! As you practice, time yourself and make sure you are able to discuss the topic for about 10-15 minutes.

Example

- People in wheelchairs can find it difficult to enjoy the same opportunities as those who have no mobility problems. Agenda 2030 fights against this discrimination in Goal 11.
- By 2030 hopefully, many cities will improve their accessibility. The topic of architectural barriers makes me think of medieval buildings, which I have studied in art, for example...
- Fortunately, people with disabilities who find it difficult to access buildings and workplaces are protected by Italian and international regulations...
- Ensuring dignity and equal rights to all is or should be part of our culture. A key symbol of the importance of inclusion is sport. The Paralympic Games...

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COLLEGAMENTI
INTERDISCIPLINARI,
in preparazione alla
PROVA ORALE
DELL'ESAME DI STATO

Insegnare con... Travel the globe

CHIUSURA UNITÀ

F Tourism in Italy

CHECK YOUR COMPETENCES

A CITY OF GREAT BEAUTY



Turin has a rich history and is the capital of the region of Piedmont. It is also the capital of Italy and has many beautiful sights. From art galleries to modern architecture, Turin has everything you need to see and enjoy.

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evening, there are some of the best nights in Turin to offer. The Museo Egizio is the most popular and most visited museum in Turin. The tower was completed in 1898 as a symbol of the city's new status as a modern and sophisticated city. The Museo Egizio is one of the most important collections of ancient Egyptian artefacts, second only to Cairo Museum in Egypt. The museum often has exciting events through the history of Egypt, displaying unique exhibits and collections of artefacts of great artistic value, and several bookshelves. The Cathedral of Saint John the Baptist is famous for housing the Holy Shroud (Shroud of Turin), which is said to be the cloth on which Jesus was laid out after his crucifixion and before he was buried. The Shroud is a mysterious and controversial relic, and its authenticity is still debated by many people.

READING COMPREHENSION

1 Read the text and say if the sentences are true (T) or false (F). Correct the false ones.

- Turin is located in northeastern Italy. ☐
- Turin has always been an important tourist destination. ☐
- Turin is always by the Po River. ☐
- The Museo Antoniniana is the most popular church in Turin. ☐
- The Museo Egizio is more important than the one in Cairo. ☐
- In the cathedral, you can admire the Holy Shroud. ☐
- The Valentino Park is very far from the Po River. ☐
- From the Basilica of Superga you can view the city of Turin. ☐
- The gardens are different styles. ☐

2 Find the words in the text that mean the following

- charm
- descriptive accessories
- cloth used to cover a dead body
- official order
- splendid and expensive-looking

THE WORDS OF TOURISM

- Find the English equivalents.
- basilica
- postcard
- name
- marble
- capitol

- postcard
- postcard
- statue equestre
- sculpture
- sculpture

TOURISM THEORY

1 In which Italian cities can you admire the following monuments and landmarks?

- Basilica di Santa Maria Maggiore
- Palazzo del Normanno
- Loggia dei Lanzi
- Basilica di San Marco
- Galleria dell'Accademia
- Baths of Caracalla
- Colosseum
- San Giovanni dei Fiorentini
- Spanish Steps
- Colosseum

2 Answer the following questions using complete sentences.

- What key event happened in Rome in 1867?
- Describe the Pantheon to a tourist.
- Which works of art can be found in Rome's Santa Maria del Popolo?
- Describe the monument dedicated to Ferdinando I de' Medici in Florence.
- What can you see in Florence's Piazza della Signoria?
- What is the most important museum in Florence and where is it?
- What is the Basilica of San Marco and where does the name originate from?

3 Complete the tour of Venice with the correct key language.

as you can see in the centre, let's stop here, please come this way, we are now standing

Good morning and welcome to this three hour tour of the highlights of Venice. Our tour starts here at the entrance to Piazza delle Erbe and Piazza del Signori. (1) ... for a moment and have a look at the statues above our heads. It appeared here in the 16th century, and nobody really knows why. (2) ... as we head into Piazza delle Erbe, the market square. (3) ... the square is on busy today as it was during the Venetian times. (4) ... you can see a fountain featuring Madonna Verona, a Roman sculpture dating to 380 AD. If you'd like to follow me, we'll now walk to the famous St Mark's Basilica, outside Juliet's house.

WRITING

1 Choose an Italian city presented in this unit and write an itinerary for a short break there. Remember to give precise information about:

- transport and transfers
- times and meeting points
- the type of accommodation and board provided
- prices, reductions, and extra charges
- what isn't included

READING TOWARDS INVALSI

1 Read the text about Italy. Parts of the text have been removed. Choose the correct part (A-H) for each gap (1-5). There are two extra parts that you should not use. The first one (I) has been done for you.

Italy, if Bel Paese
Meaning 'beautiful country', the expression *il Bel Paese* (I) derives from the title of a treatise written in 1576 by Antonio Stoppani, a geologist who aimed at creating a national identity by drawing with his reader the parallels that Italian landscapes were a paradigmatic example of natural beauty (2). The nickname was adopted to include all Italian beauties. From the immense artistic heritage to the culinary traditions, from the creative ingenuity of local designers (3) ... and traditions, Italy is indeed a unique country, boasting more UNESCO Heritage Sites (4) ... nation, despite its relatively small size.

The *Bel Paese* is in the top list of favourite destinations for tourists all over the world (5) ... art cities, seaside resorts, countryside villages and enjoy the incredibly diverse regional dishes, accompanied by the best wine in the world. Last but not least, the Mediterranean climate can welcome holidaymakers (6) ... Italy truly comes to all tastes! So, pack up your bags and come visit *il Bel Paese*, a really 'beautiful country'.

- Back to go
- later on
- without exception
- than any other
- not to mention
- to the amazing
- nearly all-year round
- derives from



PREPARAZIONE ALL'INVALSI

LISTENING TOWARDS INVALSI

1 Listen to a guide's suggestions about unusual festivals in Britain. First, you will have 1 minute to study the task below, then you will hear the recording twice. While listening, match the beginnings of the sentences (1-5) with the sentence endings (A-H). There are two sentence endings that you should not use. The first one (I) has been done for you. After the second listening, you will have 1 minute to check your answers.

- The best-known festivals in Britain are C
- During the Burning of the Clavie, in the north of Scotland, people
- On Shrove Tuesday in Scarborough, people
- Round cheeses in round boxes are sent rolling down a hill and people in Gloucestershire
- The man who won as best ugly face at Egremont Crab Fair in Cumbria
- There's a Burning of the Clocks Festival in Brighton
- A male a bonfire with a whisky barrel and carry it along the roads.
- try to catch them.
- Fringe Festival and Notting Hill.
- to celebrate the winter solstice.
- go to the beach and skip a rope.
- This custom started twenty years ago and is very popular.
- and a Viking boat through the streets,
- had all his teeth taken out so he could make terrible faces more easily.

Insegnare con... *Travel the globe*

CHIUSURA MODULI

MOVING AHEAD D

TRENDING NOW

Volunteering tourism



Voluntourism first emerged at scale in the 1980s, partly as a reaction to the mass-market package tourism. Like an abridged version of a gap-year placement, the travellers justified their getaway with some form of voluntary work in the destination area. In 2009, it was a €125 billion industry catering to an estimated 10 million volunteers a year – the majority under 25 and over 40. Today, the sector encompasses a dizzying breadth of options: volunteers can find themselves building houses in Honduras, teaching literacy to women in Morocco, protecting endangered brown bears in central Italy, or delivering medical supplies to the Morganian chapel in Honduras. The sector is sustained by countless linking newly-privileged or communities with change-makers, as volunteers are sometimes called. Some of these are charities, non-profits, or religious groups; others are traditional business services and capitalising on a healthy demand. Enthusiasm and an adventurous spirit – combined with vetting, training, and support – are more than sufficient, according to some experts. Others, such as the *ethical* and *choice*, see it differently. They believe volunteers should have specific skills so that their intervention could be really helpful. One example involved pairing a senior educator in the UK with a relatively new school principal in Cambodia. En route, a mentoring was followed by a first week visit, after which both parties agreed that the volunteer's work was done.

Adapted from *the Economist*

1. *disruptive* / *disruptive* / *disruptive*
2. *ethical* / *ethical* / *ethical*
3. *choice* / *choice* / *choice*

COMPREHENSION

1. Read the text and answer the questions.

- What is voluntourism? What does the text mention as examples of volunteering tourism?
- What does the text mention as a result?
- What does a person need to be a volunteer?
- Which example contains the idea that a volunteer should have specific skills?

ORIENTAMENTO

2. **CRITICAL COMPETENCE** Search the net for charities that offer volunteering programs. Choose the one which might be suitable for you. Explain why in 150-180 words mentioning the social or environmental aspects you feel closer to and the skills of yours that can be particularly useful.

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TRENDING NOW



CLIL

MOVING AHEAD D

CLIL DTA

CLIMATE CHANGE AND SKI RESORTS



Extreme weather is the norm of most climate change forecasts, and some of the most severe. The impact on tourism is very obvious. Although some coastal areas might benefit from climate change if it means a warmer summer compared to the past, the impact on ski tourism is huge. The snow-covered landscape of most resorts is often heavily reliant on snow. When it comes, it is very heavy, which allows skiers to enjoy the slopes. However, when it doesn't come, it is a problem. In some areas, the snow is not as deep as it used to be, and skiers are forced to use artificial snow. This is a problem for the environment, as it requires a lot of water and energy to produce. In some areas, the snow is not as deep as it used to be, and skiers are forced to use artificial snow. This is a problem for the environment, as it requires a lot of water and energy to produce. In some areas, the snow is not as deep as it used to be, and skiers are forced to use artificial snow. This is a problem for the environment, as it requires a lot of water and energy to produce.

Experts say that if the situation continues, Alpine ski resorts could lose up to 90% of snow cover by 2100, especially in areas below 1,500m, while in some parts of the Alps, it could be as little as 10%. This will mean a change in the way ski resorts operate. Many resorts are already investing in artificial snow, but this is a costly and environmentally damaging solution. The situation also means that ski resorts will have to change the way they operate. Many resorts are already investing in artificial snow, but this is a costly and environmentally damaging solution. The situation also means that ski resorts will have to change the way they operate. Many resorts are already investing in artificial snow, but this is a costly and environmentally damaging solution.

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VOCABULARY

1. Find the English equivalents in the text.

- caratteristiche climatiche
- più intense
- religioso
- carriera a parametro
- imprevedibile

COMPREHENSION

2. Read the text and answer the questions.

- How has the changed weather affected ski tourism?
- What risk might off-piste skiers face?

CRITICAL COMPETENCE

3. In pairs, search the net and find out more about how ski resorts in Italy have been affected by climate change. Choose one resort and present it.

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Insegnare con... *Travel the globe*

NUOVO MODULO: CREAZIONE DI ITINERARI

MODULE E ITINERARIES AND TOURS

Learning objectives

- Write an itinerary
- General and detailed itineraries
- Different types of itinerary: artistic, historical, walking, literary, bike, driving, accessible, gastronomic

SKILLS AND COMPETENCES

- Role-play a conversation between a tourist and a guide
- Write an itinerary
- Present a town
- Role-play a conversation between a tour operator and a potential customer

CITIZENSHIP AND AGENDA 2030

- Disabilities and inclusion

ENGLISH AT WORK

- Giving a tour commentary
- Describing architecture

“A journey of a thousand miles begins with a single step.” Lao Tzu

Unit 9 HOW TO WRITE ITINERARIES

Creating an effective itinerary

Being able to write a good itinerary is a powerful skill in the travel industry. A travel itinerary isn't just a list of things to do. It's a step-by-step breakdown of how a traveller should spend their time. Then, creating effective itineraries is more than a valuable skill for a travel agent, a blogger, or a content writer. It is fundamental.

Itineraries give precise information about meeting places, daily routines, prices, transport, type of accommodations, etc. In short, they tell the participants exactly what they can expect and also what they should do and where they should be at particular times.

To create a successful itinerary, you should try to offer unique insights and ideas. You must also avoid ambiguous directions or information, which might be misleading or create confusion and make the reader wonder whether you are truly professional and reliable. Tourists want to know that they're in experienced hands.

Unique and valuable guidance will also help your itinerary stand out against those offering more generic advice, by providing links to resources where the traveler can dive into more detail.

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Unit 10 TOURS AROUND THE WORLD

Tailor-made holidays

Every individual grows with a unique sense of travelling. While some tourists follow itineraries prepared by tour operators to be sure they have no surprises, others satisfy their wanderlust by leaving home with no reservations made and organising their journey day by day. Finally, there are tourists who consider travelling just as a way to relax, ensuring full comfort and no stress. Similarly, while some undertake travelling as a part of their growing up as more responsible human beings, others take it simply as an escape from daily boredom.

Moreover, each person will have specific passions and try to pursue these on holiday too. There are quite a number of thematic itineraries which revolve around specific interests or needs of the travellers. Whether it's food and wine, history, adventure, or art and culture, these itineraries create experiences tailored to a particular theme. The itinerary includes a selection of attractions, activities, and events that align with the chosen topic and type of tourist, so that food enthusiasts, culture vultures, adventure seekers, and art lovers are allowed to dive into their interests.

The objective is to provide a more specialised and immersive travel experience.

TYPES OF TOURS

- Historical tours
- Literary tours
- Walking tours
- Artistic tours
- Gastronomic tours
- Accessible tours
- Cycling tours
- Driving tours

ARTISTIC TOURS To fully immerse yourself in a country's rich artistic and cultural heritage, it's essential to choose the right mode of exploration. Whether you're focused on art alone or want to incorporate elements of history, cuisine, or outdoor adventures into your travels, there are plenty of tour operators that offer expertly designed itineraries that cater to various interests.

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Insegnare con... Travel the globe

NUOVO MODULO: CREAZIONE DI ITINERARI

Itineraries and tours

HISTORICAL TOURS Whether you are interested in ancient or contemporary history, there's nothing better than visiting the places with ruins and monuments that speak directly to you from your favourite period of time. With a historical itinerary, tourists can get an unparalleled insight into the history they are passionate about.

Getting to know historical and legendary facts in Naples

Come and discover Naples, a lovely city located in a beautiful bay and the county seat of the Campania Region. Its historic centre is one of the most impressive in the world and features stunning palaces, castles, and churches. Naples has always been a city characterised by a perfect blending of history and mysterious fascination.



Day 1
We start our tour with the imposing square of Piazza del Plebiscito. This semi-circular square is enclosed on one side by the Neoclassical facade of the church of San Francesco di Paola (based on the Pantheon in Rome) and by the 17th-century Royal Palace on the other. A legend says that, once a month, Queen Margherita gave the possibility to a prisoner to get freedom if they could cross the square blindfolded, starting from the entrance of the Royal Palace and trying to go through the two equestrian statues. It was said it was hard to maintain a straight line for 170 m. No prisoner ever succeeded in the challenge. We then visit the famous Maschio Angioino (Castel Nuovo), built towards the end of the 13th century and an important cultural centre where artists and writers such as Dante, Petrarca, and Boccaccio stayed. After a lunch of traditional Neapolitan pizza, we pass the elegant shops and cafes of Galleria Umberto, towards the Teatro di San Carlo, which is the oldest opera house in the world. We then head towards the picturesque waterfront of Via Caracciolo to admire the landscape of the Gulf of Naples with Mount Vesuvius in the background. Our next stop is the 12th-century Castel dell'Ovo, meaning 'Egg's Castle', a large fortress and once royal residence, now a perfect spot for a stunning shot of one of the iconic views of the city. There is a legend even about this castle: the ancient Roman poet Virgil hid a magic egg in the castle's dungeons. This egg had the power to protect the entire fortress. If it broke, the castle and Naples would be destroyed.

Day 2
Today we dive deep into Italy's past. We transfer by private coach to the UNESCO World Heritage Site of Pompeii, where we visit the excavations on a guided tour, passing through the ancient city. With a detailed guided tour, you'll see why the once lively city of Pompeii is the most famous archaeological site in the world. After lunch in a typical trattoria, we visit the Virtual Archaeological Museum of Herculaneum. Inside this unique and extraordinary museum, more than 70 multimedia and multi-sensory installations transport us to Pompeii as it once was, after a day uncovering history, in the evening we step back into the present with pre-dinner cocktails in the Chiasso district, where we can also admire the new underground station, a stunning example of contemporary architecture.



Tours around the world Unit 10



Day 3

After breakfast, we transfer by private coach to the incredible National Archaeological Museum, which hosts extensive collections of Greek and Roman antiquities. Lunch with a *coppia* fried pasta and vegetables to be tasted in *spaccanapoli*, the lower district. Do not miss a delicious *stagnatella* (neapolitan with ricotta cheese). The afternoon gives you free time to walk through the picturesque district of San Gregorio Armeno, which dates back to the Greek period in the 5th century BC. The area is the heart and soul of the Neapolitan Christmas, as it is packed with shops and stalls selling hand-made nativity scenes. Some of these shops have passed down their tradition for the last 150 years and many still have small workshops or museums, where you can find everything you need to create your own Neapolitan Nativity at home. A historical tour in Naples is not complete without a visit to the *Sansonevvo* Chapel Museum and the now super-famous Veiled Christ. It is a life-sized marble statue, representing Our Lord Jesus Christ dead, and covered in a transparent shroud carved from the same block as the statue. The museum in the historic heart of Naples is a jewel of the world's artistic heritage. Here, Baroque creativity, dynamic style, beauty, and mystery blend to create a unique and almost timeless atmosphere. The Prince of Sansonevvo's experiments and the two anatomical machines housed in the crypt below add mystery to a series of his times. These two exhibits are the most emblematic of the prince's works. Even today, over 250 years later, the debate continues about the procedure and materials used to obtain such excellent preservation of the circulatory apparatus.

1. discoverer: via to discoverer on street calls this museum. 2. shared: today

€940 per person, including flight, hotel, and taxes

- The price includes:
- return charter flight from Gatwick Airport
 - two nights' half-board in Majestic Hotel ★★★★★
 - three lunches
 - private transfers by coach
 - entrance tickets to Maschio Angioino, Castel dell'Ovo, Pompeii, the Virtual Archaeological Museum of Herculaneum, the National Archaeological Museum, and the Sansonevvo Chapel Museum
 - English-speaking guide

- Not included:
- drinks at meals
 - tips
 - souvenirs and personal shopping

- Single room supplement: £90 per person
- Children aged two and under stay free when using existing beds
- There is no capacity for extra beds in the rooms; no pets allowed
- Special honeymoon discount: 10%

COMPREHENSION

1. Read the itinerary and say if the sentences are true (T) or false (F). Correct the false ones.

- On the first day, the tourists will visit Naples. ☐ T ☐ F
- The church of San Francesco di Paola is similar to the Pantheon in Rome. ☐ T ☐ F
- Castel dell'Ovo once housed the king. ☐ T ☐ F
- Tourists will go to Pompeii by train. ☐ T ☐ F
- On the second day, they will visit the National Archaeological Museum in the afternoon. ☐ T ☐ F
- On the last afternoon, visitors will have free time. ☐ T ☐ F
- The tourists will travel by scheduled flight. ☐ T ☐ F
- They will be accompanied by an English-speaking guide. ☐ T ☐ F
- They won't have to pay extra for drinks. ☐ T ☐ F

2. Calculate the price of the tour for the following tourists:

- a family of three (two adults, one child aged 2)
- three friends with a private room each
- a family with one teenager (aged 18) and a dog
- a newly married couple

COMPITO DI REALTÀ - Writing

- With the help of an AI programme, prepare an itinerary for a three-night break in Lecce for a group of five British tourists. Look online for information about:
 - the nights they will visit - the different means of transport they will use;
 - the accommodation and the board - what is included in the price and what is not.



COMPITI DI REALTÀ INTELLIGENZA ARTIFICIALE

Insegnare con... *Travel the globe*



Insegnare con... Travel the globe

NUOVA SUDDIVISIONE DELLE DESTINAZIONI TURISTICHE

MODULE G THE UK AND THE REPUBLIC OF IRELAND

Unit 14 WELCOME TO THE REPUBLIC OF IRELAND

The Emerald Isle

THE EMERALD ISLE The Republic of Ireland (Ireland) is a unique country with diverse Atlantic coast, picturesque rolling hills, and rugged mountains. It is often called the Emerald Isle because of its beautiful green countryside.

THE WEST COAST One of the most popular attractions is the Wild Atlantic Way, a 2,000 km road stretching along most of the west coast and also parts of the north and south coasts. It is the world's longest coastal road and one of the most spectacular. It passes the spectacular Cliffs of Moher (100 m) in the north, and then goes south through townlands and rivers and bays and in the southern part of the country. Continuing south, the rugged mountains are spectacular cliffs in the north, and the rugged mountains in the south. Cliffs of Moher, a UNESCO World Heritage Site, they are surrounded with caves and sea stacks rising from the water and are a great place for birdwatching. They are popular for the beautiful and more Atlantic coastline is the most beautiful part of the cliffs. There are particularly beautiful night light displays, music, and other activities.

Another major attraction is the Irish language, which is one of the most spoken languages in the world. It is known for its rich history, its beautiful landscape, and its people. There is a lot of Irish culture, and it is a great place to visit. The Irish language is a very important part of the country's heritage. It is a beautiful language and it is a great place to visit. The Irish language is a very important part of the country's heritage. It is a beautiful language and it is a great place to visit.

VOCABULARY

- Find the words and expressions in the text that mean the following:
 - 1. a small, narrow, and winding road
 - 2. a small, narrow, and winding road
 - 3. a small, narrow, and winding road
 - 4. a small, narrow, and winding road
- Read the text and answer the questions:
 - 1. What is the Emerald Isle?
 - 2. What is the Emerald Isle?
 - 3. What is the Emerald Isle?
 - 4. What is the Emerald Isle?

EXTRA ITINERARY • The musical soul of Dublin

Irish legends and folklore

The Irish legends and folklore have been part of the country's culture for centuries. They are a mix of old and new, and they are a part of the country's heritage. They are a mix of old and new, and they are a part of the country's heritage. They are a mix of old and new, and they are a part of the country's heritage.

CELTIC CYCLES The main Irish legends and folklore are grouped into cycles. They are a mix of old and new, and they are a part of the country's heritage. They are a mix of old and new, and they are a part of the country's heritage. They are a mix of old and new, and they are a part of the country's heritage.

NATURE AND THE SUPERNATURAL In Irish legends, characters often display a close relationship with nature, and supernatural beings, such as fairies and leprechauns, are a common theme. They are a mix of old and new, and they are a part of the country's heritage. They are a mix of old and new, and they are a part of the country's heritage. They are a mix of old and new, and they are a part of the country's heritage.

EXTRA ITINERARY • The musical soul of Dublin

Dublin

THE MUSICAL SOUL OF DUBLIN Dublin is a city with a rich musical heritage. It is a city where music is a part of the culture. It is a city where music is a part of the culture. It is a city where music is a part of the culture.

ALTERNATIVE COVE Dublin's unique mix of old and new is a part of the city's heritage. It is a city where music is a part of the culture. It is a city where music is a part of the culture. It is a city where music is a part of the culture.

Insegnare con... Travel the globe

NUOVA SUDDIVISIONE DELLE DESTINAZIONI TURISTICHE

Visit New Zealand 

AT A GLANCE



Capital: Wellington
Population: ca 5 million
Surface: ca 264,000 km²
Government: unitary parliamentary constitutional monarchy
Language: English and Māori
Currency: New Zealand dollar
Position: east of Australia

An archipelago in the Pacific, New Zealand is a long, skinny country nestled in temperate waters heavily influenced by Antarctica. Its landmass stretches between 34 and 47 degrees south—the rough equivalent of northern Mexico to southern France—and the climate is often compared to Britain's. This means that the weather can turn hot quickly. A hot and sunnier in some places.

The Māori, the native inhabitants, named the country 'Aotearoa', which is translated as 'the land of the long white cloud'. The Māori culture is widely respected by New Zealanders, and many parcels of land under dispute were returned to the Māori in 1994.

The islands were created just 23 million years ago when land was thrust out of the ocean by volcanic forces. New Zealand has more than 50 volcanoes, some of which are still active today. Sharp snowy peaks, rocky shores, and pasture create a majestic landscape.

Rugby is the favorite sport and nearly everyone cheers on the national team, the All Blacks. Many Kiwis, as New Zealanders are called, also enjoy cricket.

As a tourist, feel free to pack casual clothes because casualness is a rule in New Zealand, even in urban areas. Depending on what region you're in, even a wedding might see some Kiwis in jeans. Their clothes "sash shirt" (a tough middle class) and gumboots or jandals.

Kiwis love international cuisine, and you should be able to find something vaguely familiar to eat, especially in the main centers. But you must try a few quintessential New Zealand treats. Not only that the fun you'll have browsing the supermarket and trying every block of Whitaker's Chocolate on the market, roadside varieties (called 'Newman's') and coffee offer a range of classic treats. One of the most filling and affordable small meals is the Meat Pie, sold just about everywhere. They're golden, crumbly pasty cases with fillings like butter chicken, minced beef and cheese, and steak and mushrooms.

COMPREHENSION

1. Match the words (3-5) from the text to their meaning (A-E).

1. ☐ moist 4. ☐ gumboots
2. ☐ moist out 5. ☐ jandals
3. ☐ pasture

A rubber/Wellington boots D grassland for farm animals
B flip-flops E tied to the land
C pushed forwards, projected

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Visit South Africa 

AT A GLANCE



Capital: Pretoria (executive), Cape Town (legislative), Bloemfontein (judicial)
Population: ca 62 million
Surface: ca 1,220,000 km²
Government: unitary parliamentary republic with an executive presidency
Language: English, local languages
Currency: South African rand
Position: southern tip of Africa

South Africa is one of the richest countries in Africa and one of the most beautiful. Unfortunately, it is also the country that used the system of apartheid to protect white people's privileges. It was a system of laws that separated white from black South Africans, a practice of segregation which led to decades of conflict. Nelson Mandela was the head of the anti-apartheid African National Congress and the first black president of South Africa. In 1963, he was given a life sentence in prison for 'terrorism' activities. In 1990, after 27 years behind bars, Mandela was freed by President F. W. de Klerk, and in 1994, he was elected president of South Africa. That same year, apartheid was officially abolished. Today, enormous changes are in the air, but the situation is still very much at risk.

The country has an area nearly four times the size of Italy. In the middle of the land, there is Lesotho, which is a sovereign state.

South Africa is made up of a large central plateau surrounded by coastal plains. It is a dry country, but it has built a complicated system of dams to supply water for irrigation.

South Africa works hard to preserve its wildlife. There are dozens of protected land and marine areas, including the famous Kruger National Park in the north, as well as nearly 3,000 privately owned game reserves throughout the country. Nevertheless, many of South Africa's animals are threatened by illegal hunting and habitat loss, and dozens of species are in danger of extinction—including the black rhinoceros, the cheetah, and the African wild dog. Many different peoples make up South Africa, each with their own language and history. The country has 11 official languages and many more unofficial languages. This colorful mix of cultures gives South Africa its nickname, the 'rainbow nation'.

South Africans are passionate about music, often using song and dance to express social and political ideas.

They're also known worldwide for their skill in sports, including rugby, cricket, golf, and soccer. In 2010, South Africa became the first African nation to host the FIFA World Cup.

COMPREHENSION

1. Read the text and answer the questions.

1. What was the basic idea of apartheid?
2. Summarize the main aspects of Mandela's life and his role in fighting apartheid.
3. What is Lesotho?
4. What does South Africa look like?
5. Where does water for irrigation come from?
6. Why is the land called the 'rainbow nation'?
7. What are South Africans' passions?

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Visit the Philippines 

AT A GLANCE



Capital: Manila
Population: ca 109 million
Surface: ca 300,000 km²
Government: unitary presidential republic
Language: Filipino and English
Currency: Philippine peso
Position: southeast Asia

THE PHILIPPINE ARCHipelago The Philippines claims to have 7,641 islands in the Philippine archipelago. Only about 2,000 islands are inhabited, and over 5,000 are still unnamed. The collection of islands located in southeast Asia, between the South China Sea and the Pacific Ocean, was named after King Philip II of Spain. Given its location so close to the equator, the country is prone to earthquakes and typhoons. However, its location also makes it with abundant natural resources and some of the world's greatest biodiversity.

A TOURISM MAGNET The Philippines has become a popular holiday destination due to its tropical weather, diverse islands, pristine white sand beaches, outdoor activities, marine life, adventures, and Filipino hospitality.

It's best to visit the Philippines during the dry season, which spans from November to April. These are the summer months in this country. The best time to go is a beach here and explore the islands in March and April. Therefore, booking for high-season trips should be done as early as possible, at least a month before your travel dates, since resorts get fully booked early.

The period from May to October is the rainy (wet) season and is best avoided due to the high possibility of typhoons. The typhoon can not only be destructive, but most tours and activities are cancelled under such circumstances. Transportation via plane and boat is seriously impacted as well. Most international travelers take a plane to get to the Philippines. Although there are many international airports throughout the archipelago, the main hub for most airlines is Manila, the capital city.

WHAT TO SEE AND DO There are many attractions throughout the Philippines each destination has plenty to offer.

• Apo Island, located at the southeastern tip of Negros Island, is a volcanic island that has been home to community-organized marine sanctuaries since 1982. It is known for having one of the best diving and snorkelling sites in the country, with more than 400 species of fish and more than 400 species of corals, including sea turtles, gorgeous sea fans (soft corals), and brain corals. It also boasts the presence of white sand beaches and a friendly community that is fully aware of the importance of a marine sanctuary.

• Baguio, known as the 'summer capital of the Philippines' due to its cool climate. Baguio is a mountainous area located more than 4,000 feet above sea level. In other names, the City of Flowers, is attributed to pine trees which are abundant in the area, along with mossy plants and orchids. The city has a rich history as well, with several structures from the American colonial period including Camp John Hay, The Mansion, and Burnham Park, which is still visited today.

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Insegnare con... Travel the globe

MODULO FINALE DI ORIENTAMENTO

E Itineraries and tours

CITIZENSHIP IN TOURISM

Disabilities and inclusion

Several goals in Agenda 2030 focus on granting equal opportunities to all, mentioning people with disabilities in a number of targets. The goals more closely linked to inclusion, however, are number 10 (Reduced inequalities), which aims at ending discrimination in all its forms, and number 11 (Sustainable cities and communities), which focuses on cities and settlements being made accessible to all. This obviously includes tearing down architectural barriers and making sure that all new infrastructures are built with wheelchair accessibility in mind.

TOURISM FOR DISABLED PEOPLE When it comes to tourism for disabled people, most operators tend to consider the needs of people with reduced mobility, whether they are in a wheelchair temporarily after an accident, or permanently due to disabilities or simply old age. Finding hotels, infrastructures, and means of transport that allow everybody easy access has become essential for tourism professionals, especially for health-related holidays and in case the target consists of elderly people. However, inclusion means much more than this. Disabilities are not only related to a person's movements and can affect their everyday life in a number of situations. Mental health problems, "blindness", loss of independence, aggressive behaviour, and other factors can influence the type of holiday people with disabilities can enjoy. On top of all this, a tight budget might further reduce the options for them and their families.

1 Watcher's task

COMPREHENSION

1 Read the text and answer the questions.

- What different needs can people with disabilities have? How do they affect their choice of a holiday destination?
- What problems besides reduced mobility are quoted in the text?
- What steps can lead to a truly inclusive holiday?

SPENDING

...one during a holiday which... ideas to the class.

ORIENTAMENTO

3. Some tour operators specialise in tourism for people with disabilities and hire employees with exceptional communicative skills and empathy, who can create positive relationships with disabled people and their families. Would you like to work in this kind of business? Write a short paragraph (150-200 words) explaining why you would/why you would not consider yourself a suitable candidate.

CAPOLAVORO

MODULE 1

FUTURE STEPS IN TOURISM

Learning objectives

KNOWLEDGE

- Soft skills for tourism
- Working in the tourism industry
- Job adverts
- Europass CV

SKILLS AND COMPETENCES

- Get to know yourself
- Find information about jobs in tourism
- Prepare for a job interview
- Write a CV and a cover letter
- Role-play job interviews

WHAT'S NEXT?

BEFORE YOU WATCH

1 Read the quote on the previous page and think of all the opportunities you have had in your recent life to get to know yourself better, both at school and on other occasions. Make a list of the personal strengths and weaknesses you have found in yourself up to now.

WHILE YOU WATCH

2 Watch the video and take notes about the following aspects:

- Sam's two jobs
- What helped him get the first one
- What he liked about the second one
- Tips about planning your future.

DISCUSS

3 What scares you most about future job interviews? Share your views with a partner and think together about possible strategies to help you feel more at ease.

CITIZENSHIP AND AGENDA 2030

- The digital divide

ENGLISH AT WORK

- Job interview 1 - Describing your experience
- Job interview 2 - Describing personal skills and qualities

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Insegnare con... Travel the globe

MODULO FINALE DI ORIENTAMENTO

Working in tourism Unit 17

FULL JOB DESCRIPTION

We are currently looking for a DESTINATION MANAGER

Main tasks and responsibilities of the role

- Build a travel brochure and co-ordinating printing
- Constantly analyse EU and G20 competition
- Flight scheduling for the entire season
- In-depth study of various destinations through on-site study trips or participation in destination trips, trade fairs, and webinars
- Internal product training for the sales team (brochures and sales) and webinars for the external market

The characteristics we are looking for in a candidate are:

- Fluent in French
- Knowledge of destinations and suppliers
- Organizational, planning, and operational skills throughout the year
- Problem-solving, especially in managing crises for group members
- Fluency in English and/or Spanish
- Ability to work in a team in a constantly evolving environment
- A minimum of three to five years of experience in the industry
- Specialization in group travel will be considered a plus

What we offer:

- A work experience within one of the largest tour operators in Italy
- C.D.N. Tourism Sector: Position and salary commensurate with experience
- Our corporate mission promotes leadership skills and helps each employee reach their potential in a stimulating and rewarding work environment
- Work location: Verona
- Full-time, from Monday to Friday

This announcement is addressed to both sexes, in accordance with Laws 303/77 and 130/94, and to people of all ages and nationalities, pursuant to Legislative Decree 216/03 and 218/04.

A 60% and 40% Tourism Sector / Students in school

READING

1. **READING Read the reply to the announcement for the job position of destination manager. Parts of the text have been removed. Choose the correct part (A-E) for each gap (1-5).**

Dear Personal Manager,

I am writing to express my interest in the position of Destination Manager at your firm, as advertised. With over four years of experience (1), I specialize in group travel design and management. I am excited about the opportunity to contribute to a company renowned for its high-value trips and commitment (2).

My passion for travel has always driven my career. I have a proven track record of developing creative and profitable travel itineraries (3), where my attention to detail and market analysis resulted in a 20% increase in (4). Additionally, I have conducted extensive research on various destinations through first-hand trips, which (5) and provided valuable insights for clients.

In this dynamic environment, I have honed my organizational, planning, and problem-solving skills. I excel in addressing and resolving issues that arise during travel, ensuring smooth experiences for groups at all times. My ability to work with sales teams has led to successful internal training sessions and webinars tailored to enhance product knowledge and drive sales.

A sales during peak seasons
B to customer satisfaction
C to customer satisfaction
D I am eager to bring my expertise
E has enriched my knowledge

2 I am looking for a diverse clientele
3 in the past and knowledge of the sector

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Working in tourism Unit 17

New careers in tourism

The current state of employment in the sector is undergoing significant structural changes and facing new challenges, ranging from investment to the dominance of online platforms, along with the development of locations off the traditional paths and high-profit tourism destinations.

There is a demand for new skills, especially digital and mid-to-high-level communication skills. At the core is the management of experience, which is becoming increasingly central to travel proposals, from sustainable and wellness-related options to those that blend leisure and business, all the way to the futuristic perspective of space travel. In short, we are seeing new career in tourism.

DESTINATION MANAGER A destination manager develops innovative strategies to promote tourist destinations using advanced technologies such as artificial intelligence and augmented reality. They will increasingly focus on environmental and social sustainability, collaborating with local communities and adopting responsible tourism practices. They will manage crises and unforeseen events with greater resilience, ensuring the safety and continuity of tourism activities in an ever-dynamic global context. The role of the destination manager requires a set of soft skills and specific competencies to respond to the needs of both the local community and visitors. It is essential for this professional not only to be able to manage tourism dynamics, but also to promote ongoing interaction and inclusion among community members. Here is a summary of the necessary skills and competencies:

- **position for the territory** being an ambassador for local values and traditions
- **analytical ability** reading and interpreting socio-cultural scenarios and market dynamics
- **territorial animation** knowing how to engage various local stakeholders and activate active participation
- **coverage in decision-making** looking only to make decisions close to the benefit of the community and the destination
- **multi-sector management** integrating experience in quality, finance, marketing, and communication
- **community development** placing the community at the center of the strategy, recognizing the role of citizens
- **co-creation of experiences** enhancing local heritage through authentic experiences that meet visitor expectations
- **effective communication strategies** building and understanding the territorial image through co-marketing for the benefit of all stakeholders

COMPREHENSION

1. Complete each sentence with one of the words from the box:

position - quality - resilience - stakeholders - authentic - marketing - collaboration

1 A destination manager must have a strong (1) for the local culture and traditions to effectively promote the area.

2 (2) among local businesses and government entities is essential for successful tourism management.

3 Engaging high (3) is key to satisfying both tourists and the local community.

4 The ability to recover quickly from difficulties is known as (4), which is crucial in crisis situations.

5 Engaging with visitors (5) allows for a more holistic approach to destination promotion.

6 Providing (6) experiences is important for meeting tourist expectations.

7 Strategic (7) is necessary to enhance the image of the destination.

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Future steps in tourism

1. **READING Read the text and answer the questions.**

1 What is the primary role of a sustainable tourism expert?

2 How does a sustainable tourism expert collaborate with the local community?

3 What unique experiences does a glamping manager aim to create?

4 Why are glamping managers working with design accommodation?

5 What advanced technologies does a virtual travel consultant use?

6 What responsibilities do virtual travel consultants have regarding online platforms?

7 How do experiential guides enhance the authenticity of the travel experience?

8 Why is it particularly important in the role of an experiential guide?

9 How do technologies assist in the traveler's health and safety experts to assess health risks?

10 What kind of services do they provide to travelers to enhance safety during their trip?

WRITING

2 Write an essay (180-200 words) about new careers in tourism. Include the following points:

- what are the common themes shared by all these roles?
- how does technology play a critical role across the different positions described in the text?
- in what ways do these roles contribute to the improvement of travel experiences?
- which of these jobs is most appealing to you? Give reasons.

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ATTENZIONE ALLE PROFESSIONI DEL FUTURO

Insegnare con... Travel the globe

APPENDICI

WRITING BANK

How to write cancellations and modifications

When you cancel or modify a reservation, you should:

- refer to your booking;
- clearly explain the reasons for your request to cancel/modify;
- apologise for the inconvenience you are causing;
- ask for confirmation.

When you receive a request from a client who wishes to cancel or modify a booking, remember to answer to a polite and considerate way and try to accommodate the changes, even if there isn't a easy solution. Keeping the client satisfied is your top priority.

USEFUL EXPRESSIONS

CANCELLATIONS AND MODIFICATIONS

Refer to your booking

- I am writing to inform you of my reservation of June 1st.
- I booked an excursion to San Juan north on the 12th.
- With reference to our booking number, of 12th August.

Explain the reasons for the cancellation

- I am very sorry but that date is no longer available to me and I am obliged to stay at home.
- Since my manager has asked me to meet an important client during that week.
- Due to an unforeseen traffic control on the 12th.
- I have been asked to leave the country.

Ask for a modification

- Would it be possible to postpone the arrival date?
- Do you have availability for next week?
- We would like to change the dates of our tour.

Ask for confirmation for the modification or cancellation

- Please let me know if the change is possible.
- I look forward to your confirmation.
- Thank you for your confirmation.

Apologise for the inconvenience you are causing

- We are very sorry for the inconvenience.
- I regret the problems that will cause.
- I hope this will not cause too much trouble.

CANCELLATION AND REPLY

Dear Mr Ricci,

I am writing with reference to my reservation on 12th September. I booked a double room from 2nd to 10th October at your hotel.

Unfortunately, my supervisor has unexpectedly arrived here to meet a client at the end of October, so it will be impossible for me to spend my holiday in your hotel.

I apologise for my inconvenience. This may cause you but we have no other choice. I hope you will understand our problem and I look forward to your prompt reply.

Yours sincerely,
 Wilma Coricchi
 Booking Manager

Dear Mr Coricchi,

Thank you for your email.

I am very sorry to hear about what happened to you. I understand why you have to cancel your reservation, but I regret to inform you that we cannot refund the €1000 deposit. However, I am able to give you a discount on your next reservation. My best wishes for a speedy recovery to you. I hope to have the pleasure of welcoming you at our guests in the new future.

Yours sincerely,
 Ross Ricciardi
 Booking Manager

GRAMMAR BANK

Present simple and Present continuous

DEAFLIX

Use the Present simple tense:

- to talk about habits, permanent events, facts, and things in the present (often with adverbs of frequency (always, sometimes, often, usually, always));
- to express feelings, opinions, and wishes with verbs like like, hate, guess, think, want, desire.

	Present simple
Affirmative	I work in Rome. He always buys lots of newspapers. She flies to the USA once a year. The coach passes in front of the palace.
Negative	I don't like oranges. The train doesn't stop in Bari. We don't operate in winter.
Interrogative	Do you want a window seat? Does the price include food? When do the tours leave from?

Remember the question help words: Who? What? Where? Whom? Why? Which? How much/many/often/for?

1. Complete the sentences with the Present simple of the verbs in brackets.

- Sustainable tourism (benefit) the local community.
- The road (take) the route twice a day.
- Indigenism (confer) the computer to book flights and hotels.
- Maps to visit (help) people to find the local position.
- The price (include) drinks.

2. Complete the sentences with the Present simple or Present continuous of the verbs in brackets.

- The Butters usually (stay) at the George Hotel.
- The Butters usually (stay) at the George Hotel.

The imperative

DEAFLIX

Use the imperative to give instructions, orders, rules, and advice. To make the imperative sound more polite, use please.

Please ask our assistants for help.
 Don't book flights online.

4. Rewrite the sentences using the imperative.

- We don't want you to stop in this area.
- We don't want you to walk on the grass.
- We ask you to leave here.
- We ask you to watch your mobile off during the show.
- You shouldn't forget your passport.

LANGUAGE FUNCTIONS IN TOURISM

Dealing with complaints

COMMUNICATION TIP

Follow these steps when you make an apology:

- apologise and admit responsibility;
- try to resolve the problem and promise that it won't happen again.

Don't offer excuses when you apologise. Otherwise, it may sound as if you're trying to move the responsibility away from yourself.

- MAKING A COMPLAINT

I have a complaint to make.
 There seems to be a problem with...
 Sorry to bother you but... I'm sorry to say this but...
 I'm afraid I've got a complaint about...
 Excuse me, but there is a problem.

- FINDING OUT DETAILS

I'm afraid the manager isn't available at the moment, but perhaps I can help you.
 What's the problem? What happened, exactly?
 Was the staff involved?
 Please could you explain what happened?
 Please can you explain what the problem is?

- LISTENING AND APOLOGISING

I'm very sorry to hear that. I'm terribly sorry about this. I really am most terribly sorry.
 I apologise. I apologise again for the inconvenience.

- ACCEPTING RESPONSIBILITY

It looks like we might have made a mistake.
 There seems to be some sort of mix-up.
 I'm afraid there's been an oversight on our part.
 We accept full responsibility for what happened.

- PROMISING AND TAKING ACTION

I will personally make sure it doesn't happen again.
 I will, immediately, I will send someone to take care of it.
 We promise to resolve this as soon as possible.
 I'll let my manager know, and I'm sure we can find a solution.
 We will sort out the issue as soon as possible.

- OFFERING COMPENSATION

Can I offer you...? Would you like to be interested in a complimentary...? Please accept... and we will be pleased to pay all the expenses.
 The cost will be deducted from your bill.
 By way of apology we'll be offering you... We would like to offer you a full refund.

Dealing with emergencies

COMMUNICATION TIP

Remember to have the 5 Ws (where, what, when, who, and how) and additional information ready when you call.

- Where has the incident occurred? What's the address?
- What's the nature of the emergency?
- What's the name of the person who called?
- When was the incident occurred or if it is still in progress.

- REPORTING A MEDICAL EMERGENCY

I don't feel well. I'm very unwell. I feel dizzy. I think I'm going to faint. I can't breathe.
 Is there a doctor in the group? I think we ought to call an ambulance.

- FINDING OUT WHAT HAPPENED

Did anybody see what happened? What's wrong?
 Can you tell me what happened? / Are you hurt?

- ASKING FOR HELP

Can you let me through, please?
 Please stand back everybody, don't crowd around.
 Can we give this person some water, please?

- MAKING AN EMERGENCY CALL

Police, ambulance, police, the bridge, please.
 Someone in the bus group has fainted. Please.
 We've had an accident. There's been an incident.

WRITING BANK

GRAMMAR BANK

LANGUAGE FUNCTIONS IN TOURISM

INSEGNARE INGLESE

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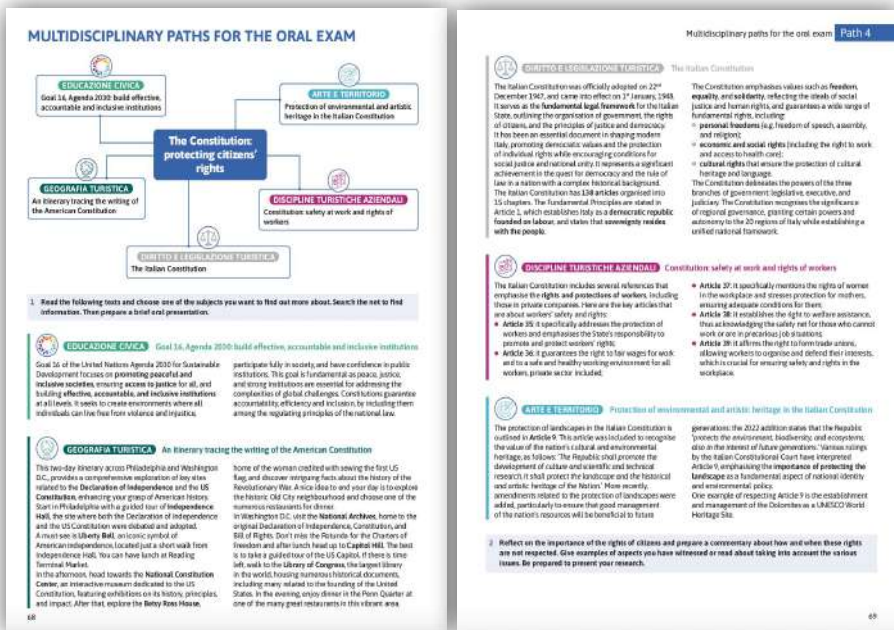
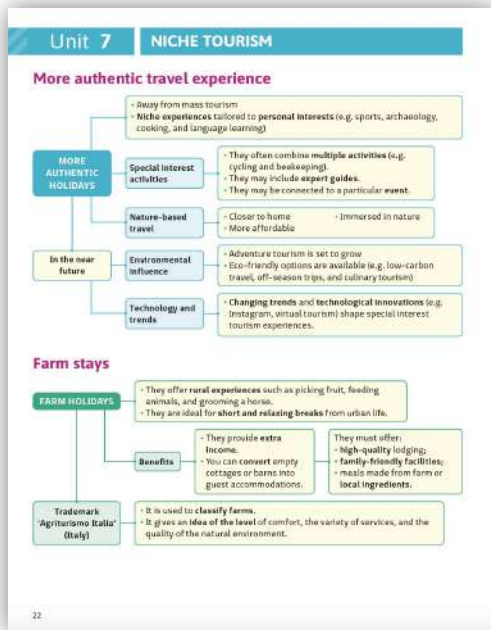
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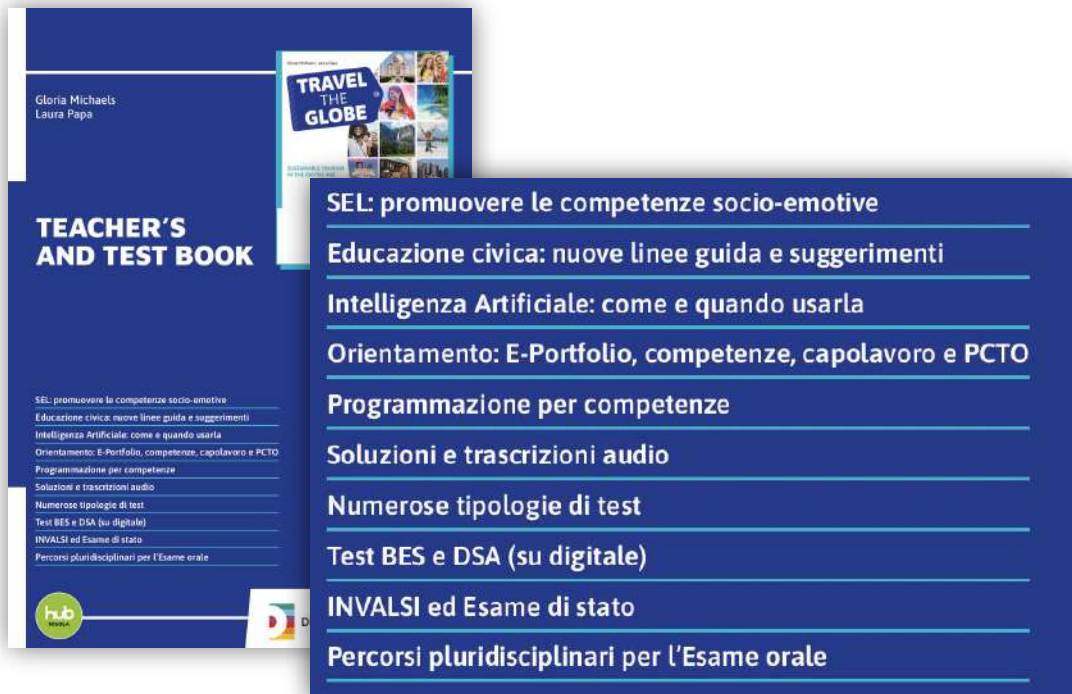


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01 Aprile 2025, 17:00

con: Vanessa Kamkhagi



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