



Inglese per alberghi

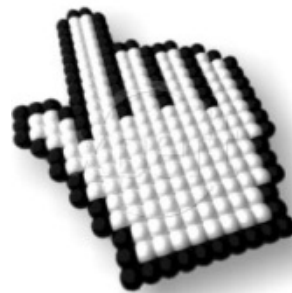
BASIC ENGLISH FOR HOTEL STAFF



Presentation by
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This product was studied and realized for pc and DVD player home fruition. It can be used with mouse from pc, whereas on DVD player commands are given with remote control, moving within the different menus with the arrows:



We will see the operation with the PC as follows.



If it is configured autoplay the multimedia will start automatically, otherwise you have to select from “computer resources” a DVD player .

The multimedia works with Windows Media Player versions subsequent to 9 (implemented in windows XP service pack 3).



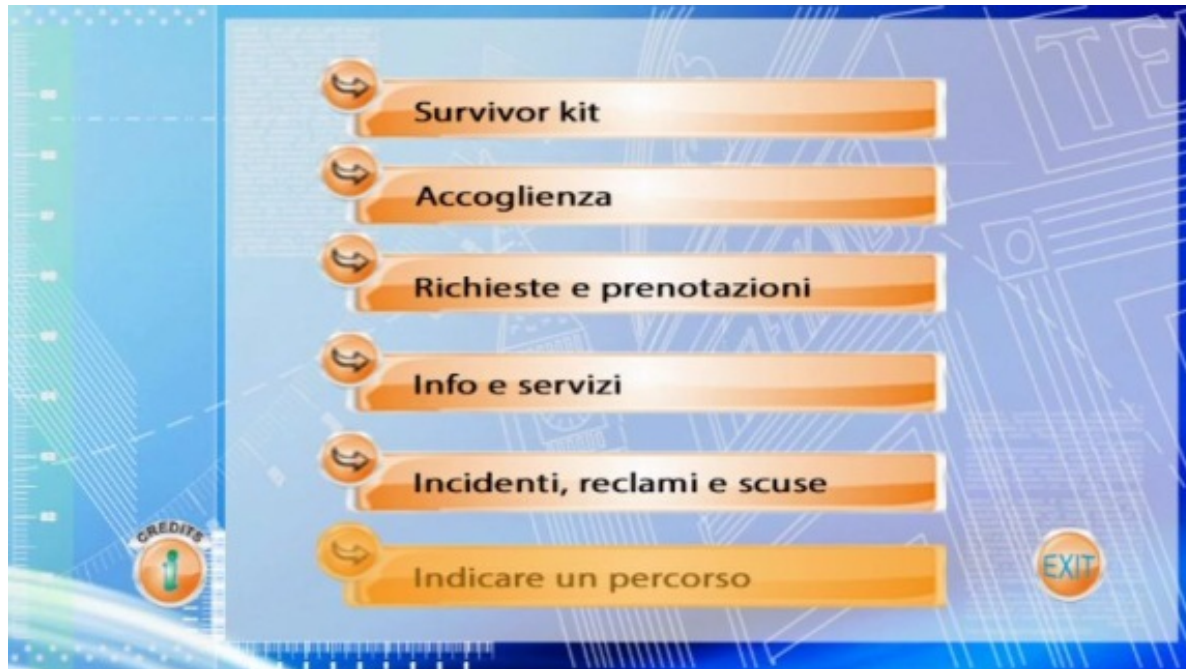


On the home screen you can access the credits area or enter directly within the training area.





On the home screen the topics are divided into 6 macroareas:



- **Survivor kit;**
- **Welcome;**
- **Requests and booking;**
- **Information and services;**
- **Incidents, complaints and apologies;**
- **Suggest itinerary**



All the macroareas are organized in subareas ...



There are 20 situations that give a full overview of the daily needs of the hotel's staff.



Every single situation is organized in the following way:

INTRODUCTION

Situation 1

A tourist enters the hotel in order to ask the availability of a room. The front desk must express his difficulty understanding the tourist's strong accent. Speaking slowly, the tourist describes that he wants to book a double room and the front desk confirms the availability requested.

Un turista entra in albergo per chiedere la disponibilità di una camera. Il receptionist esprime la sua difficoltà nel comprendere l'inglese con un così forte accento. Parlando lentamente, il turista spiega che vorrebbe prenotare una camera doppia e il receptionist ne conferma la disponibilità.

The interface includes a home icon, an 'EXIT' button, and flags for the United States and Italy.

First it is summarized the situation that will be presented in English and in Italian.

At the bottom of the page you can choose to see the situation with subtitles in English or in Italian.



MOVIE





ANALYSIS OF THE TEXT

When the video is finished you get to the text analysis area; this is structured in three subsequent pages, displayed by clicking on the button "next".



The text of the situation just saw is analyzed in the central part. On the right of the screen are given some buttons; these allow you to listen again the text part just treated and also to learn two more refined way to express the same concept.

Situation 1
non ho capito.

Tourist: Hi, you gotta a place for us to crash out?
Front desk: I'm sorry, I don't understand!
Tourist: We wanna crash out for a couple of nights. You've got anything available?
Front desk: Sorry, I only speak a little English. Could you speak slowly, please?
Tourist: Sure, We're looking for a double room for two nights. Do you have any rooms

Esprimere difficoltà di comprensione

- I'm sorry, I don't understand.
- Sorry, I didn't catch that.
- Sorry, I don't follow.

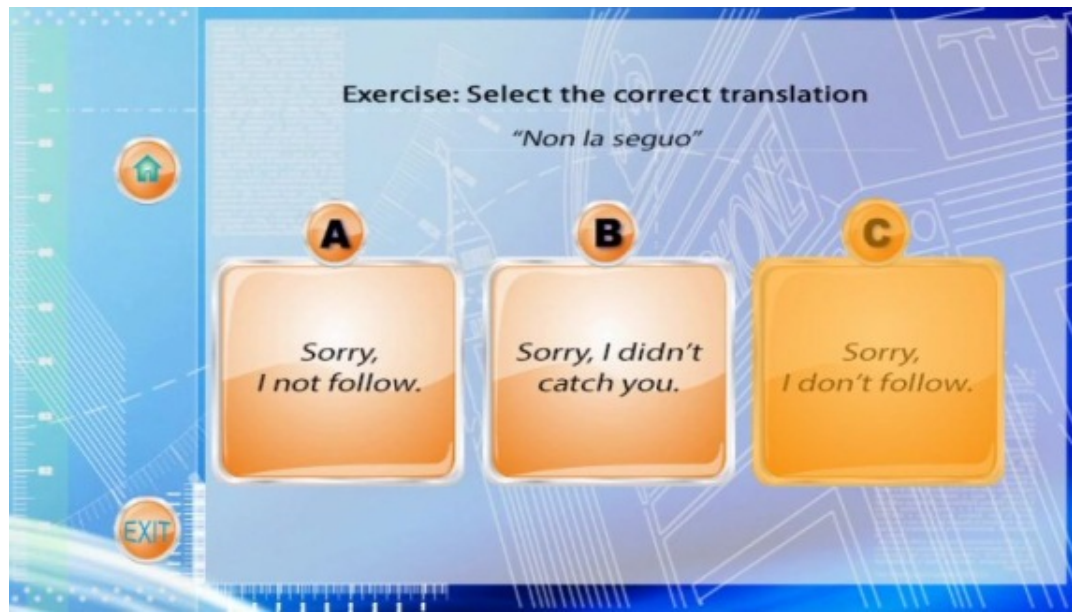
I'm sorry, I don't understand.

Mi dispiace, non capisco.



TEST

When the analytical part is finished you get to the “test” pages. This section proposes three simple questions about the subject.





If you click the correct answer you will proceed to the next question, otherwise you have to view a movie that suggest you the correct answer for the second chance.



At the end of each situation you brought back to the home page.



The full structure of the DVD is as follows:

- Survivor kit
 - I don't understand
 - Misunderstood
 - Offer something
- Welcome
 - Welcoming a customer
 - Check in
 - Check out
 - Receive a disabled person



The full structure of the DVD is as follows:

- Requests and booking
 - Phone booking
 - Rebooking
- Information and services
 - At the restaurant
 - Suggest a purchase
 - To give an estimate
 - Laundry indications
 - Internet connection



The full structure of the DVD is as follows:

- Incidents, complaints and apologies
 - Incidents
 - Apologies
 - Manage a complaint
- Suggest itinerary
 - Public transport itinerary
 - Road itinerary
 - Cultural itinerary



The "home page" suggests you the optimal pathway of training, but all situations are usable separately, even without following the suggested order.



The use can be locked at any time by clicking on the button "exit" leading to the shutdown screen:





Clicking "yes" you are led to a screen that invites you to click on the eject button for remove the DVD from the pc.



Also by this screen you have the possibility to return to the home page.



If this procedure was not followed for the closure, the DVD re-opens with the last screen view.



Evaluation Quest



Name and surname

Place and date of fruition



- **Secondary school student**
- **University student**
- **Teacher of English**
- **Other teacher (specify.....)**
- **Worker in a hotel (specify.....)**
- **Other worker (specify.....)**
- **Other (specify.....)**



You used the dvd via

- **Pc**
- **Dvd reader and tv**



You dedicated to the use:

- **Less than 2 hours**
- **2/5 hours**
- **More than 5 hours (specify.....)**



You consider the dvd (only one answer)

- **Very useful**
- **Useful**
- **Not so useful (specify.....)**
- **Not useful (specify.....)**



You suggest of (all the answers you like):

- **Cut some parts (specify.....)**
- **Add some parts (specify.....)**
- **Change some parts (specify.....)**
- **Other (specify.....)**
- **Let it be as now**



PLEASE SEND IT TO

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object: TECH4ALL



CONCLUSIONS



Thanks for your attention

Tito Livio Mongelli