

# ISTITUTO TECNICO ECONOMICO "WALTHER"

## PROGRAMMA DI INGLESE

ANNO SCOLASTICO 2016/2017

### CLASSE IV

LIBRO DI TESTO: Heather Bedell, Carla Rho Fiorina, Denis Delaney, Anna Bellini, Katy Miller, *Good Practice in Business*, Ed. G. Principato SpA

## **COMMUNICATING BUSINESS**

How to analyze a firm and its products

### Chapter 2 OFFERS AND REPLIES

- Telemarketing
- Unsolicited offers and spamming
- Focus on the language and on phraseology
- Lexis reference

### Chapter 4 NEGOTIATING ORDERS

- Making orders on the telephone
- An online order form
- Making orders in writing
- Responding to orders, giving confirmation
- Focus on the language and on phraseology
- Lexis reference

### Chapter 5 MAKING AND RESPONDING TO COMPLAINTS

- Making complaints on the phone
- Making complaints in writing
- Responding to complaints

### Chapter 6 PAYMENT PROBLEMS

- Overdue invoices

- How to write a reminder
- How to respond to a reminder
- Lexis reference

## **CULTURE FILES**

American Values

The hottest place on earth

### Chapter 2 THE UNITED STATES OF AMERICA

- The Land. The regions
- Population and religion
- The Flag
- US Government
- Washigton D.C.
- The American Education System
- The American Constitution
- Trends in the US economy

## **GRAMMAR**

- Revision of the Irregular Verbs and Tenses
- Conditional clauses: Zero, First, Second and Third Conditional
- Infinitive with certain verbs
- Gerund: subject and object

## **ENGLISH LITERATURE**

- The Gothic Novel
- English Romanticism: Historical context, genres, styles and main authors.

Gli alunni

la docente

Prof.ssa Aloisi Giada