



# PROGRAMMA SVOLTO DAL DOCENTE DISCIPLINARE

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| <b>ANNO SCOLASTICO:</b> | <b>2021/2022</b>                                                                                                                                                                                       |
| <b>CLASSE:</b>          | <b>4BR</b>                                                                                                                                                                                             |
| <b>DISCIPLINA:</b>      | <b>LINGUA INGLESE</b>                                                                                                                                                                                  |
| <b>DOCENTE:</b>         | <b>VALERIA VECCHI</b>                                                                                                                                                                                  |
| <b>TESTI IN USO:</b>    | <b>G. Zani, A. Ferranti, A. Phillips, <i>Your Business Partner</i>,<br/>A Education – Minerva Scuola<br/>F. Invernizzi, D. Villani, S. Mastrantonio, <i>Grammar Matrix</i>, Helbling<br/>Languages</b> |

## PROGRAMMA DETTAGLIATO

### I QUADRIMESTRE

**G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*,  
A Education – Minerva Scuola: Units 1, 2, 4, 5 (Business communication)**

#### **Competences**

##### **1. WRITTEN COMMUNICATION**

- Knowing the rules and the expressions for business emails and letters
- Identifying the parts of a business letter or email
- Writing memos
- Filling in forms

##### **2. ORAL AND VISUAL COMMUNICATION**

- Talking and interacting on the phone
- Taking phone messages
- Participating in conference calls and in meetings
- Agreeing and disagreeing in meetings
- Introducing yourself and other people
- Using visual communication and describing trends

##### **4. ENQUIRIES, REPLIES AND OFFERS**

- Describing the phases of a business transaction
- Making first contacts in business
- Understanding and replying to enquiries
- Requesting services and quotations
- Writing offers, quotations and replying to offers
- Contacting customers by phone

##### **5. ORDERS**

- Placing orders
- Dealing with order forms
- Sending an invoice
- Filling in an online order form
- Completing and writing orders, modifying and cancelling orders
- Acknowledging orders



## Topics

### 1. WRITTEN COMMUNICATION

Trends in written communication, Emails, Email netiquette, Business letters, Memos and forms

### 2. ORAL AND VISUAL COMMUNICATION

Telephone calls, Face-to-face communication, Visual communication

### 4. ENQUIRIES, REPLIES AND OFFERS

Steps in a business transaction, First contacts in business, Understanding/Replying to enquiries, Requests for services, Quotations via the Web, Telephone enquiries, Negative replies, Unsolicited offers

### 5. ORDERS

Placing orders, Order forms, Online orders, Acknowledging orders, Sending an invoice, Modifying an order, Buyer/Seller cancelling an order

### ➤ Attività extra di approfondimento

Partendo dalle situazioni specifiche di comunicazione commerciale affrontate, ci si è concentrati sull'atto del comunicare in senso relazionale, soprattutto per quanto riguarda le complessità legate alla diversità. A questo scopo, è stata proposta la visione in lingua originale del film *Children of a Lesser God* (Randa Haines, 1986). L'attività, si è conclusa con verifica orale di gruppo.

## F. Invernizzi, D. Villani, S. Mastrantonio, *Grammar Matrix*, Helbling Languages

**Unit 9** Present perfect and Past perfect

**Unit 13** Modal verbs to express 'potere' and 'volere'

**Unit 14** Modal verbs to express 'dovere'

**Unit 15** The future

**Unit 16** Conditional sentences and *If*- clauses

(lettura spiegazioni, svolgimento e correzione sistematica degli esercizi relativamente a ciascuna Unit sopra indicata)

-Connectors (scheda fornita dalla docente)

## II QUADRIMESTRE

## G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*, A Education – Minerva Scuola; Units 6, 7, 8 (Business Communication)

### Competences

### 6. MANAGING PAYMENTS

-Knowing the different methods of payment

-Asking for open accounts terms

-Sending a statement of account

-Notifying about errors

-Issuing late payment reminders

-Asking for an extension of credit

### 7. SENDING GOODS AND COVERING RISKS

-Knowing the different transport documents

-Contacting a carrier

-Describing packing

-Understanding warnings for handling goods

-Taking out insurance cover

## 8. CUSTOMER CARE

- Writing complaints and replies to complaints
- Understanding telephone complaints
- Following the LAST rule when dealing with complaints
- Watching a scene from *The Griffin Family* regarding customer care

## Topics

### 6. MANAGING PAYMENTS

Making payments by bank transfer or letter of credit, Asking for open account terms, Sending a statement of account, Notifying the seller of a mistake, Issuing late payment reminders, Asking for an extension of credit

### 7. SENDING GOODS AND COVERING RISKS

Transporting goods and transport documents, Contacting a carrier, Packing and warnings for handling goods, Road and rail transport: the consignment note, Sea transport: the bill of lading, Air transport: the air waybill, Issuing an insurance certificate, Sending advice of shipment

### 8. CUSTOMER CARE

Complaints and replies to complaints, Complaint concerning wrong goods, Complaint concerning goods not up to sample, Complaint concerning a delay in delivery, Complaining and replying to a complaint

## Attività extra di approfondimento (materiale condiviso nella piattaforma Classroom – Gsuite)

- 1) Lettura di un articolo di giornale e riflessione sul tema delle startup (in relazione all'assemblea di istituto del 14/05/22, dedicata alle startup, e dato il gradimento manifestato dagli studenti):  
*Small beginnings: 10 ways to get your business off to a good start*  
(da The Guardian, 11.09.21)
- 2) Visione in lingua originale di alcune scene del film *In good company*, Paul Weitz, 2004.  
Riflessione sui temi del film: fare carriera al lavoro, innovazione, rapporto tra colleghi.
- 3) Visione in lingua originale del film *Stand By Me - Ricordo di un'estate*, Rob Reiner, 1986.  
Riflessione su temi universali quali famiglia, amicizia, vita vs morte, violenza vs rispetto.
- 4) Dal sito ufficiale di Amnesty International, condivisione della sezione: Gun violence – Key facts.  
Approfondimento del tema della violenza dovuta alle armi da parte di civili, in relazione ai temi del film visto (*Stand By Me - Ricordo di un'estate*, Rob Reiner, 1986) e alla recente ennesima strage avvenuta negli Stati Uniti.

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**Unit 17** Passive forms

**Unit 18** Relative clauses

**Unit 19** Direct speech and Reported speech

(lettura spiegazioni, svolgimento e correzione sistematica degli esercizi relativamente a ciascuna Unit sopra indicata)

PROTOCOLLO N°

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www.itetmantegna.edu.it

**MODELLO DD59**  
VERSIONE 1.0



La Docente

**prof.ssa Valeria Vecchi**

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*(firma autografa sostituita a mezzo stampa)*