

PROGRAMMA SVOLTO DAL DOCENTE DISCIPLINARE

ANNO SCOLASTICO:	2023/2024
CLASSE:	4BR
DISCIPLINA:	LINGUA INGLESE
DOCENTE:	VALERIA VECCHI
TESTI IN USO:	G. Zani, A. Ferranti, A. Phillips, <i>Your Business Partner</i>, A Education – Minerva Scuola F. Invernizzi, D. Villani, S. Mastrantonio, <i>Grammar Matrix</i>, Helbling Languages

PROGRAMMA DETTAGLIATO

I QUADRIMESTRE

**G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*,
A Education – Minerva Scuola: Units 1, 2, 3, 4 (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

3. LOOKING FOR A JOB

- Reading job advertisements
- Talking about jobs
- Preparing a CV in the European format
- Writing a letter of application
- Interacting in a job interview

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
- Acknowledging orders

Topics/Contents

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

3. LOOKING FOR A JOB

Job advertisements, Curriculum vitae – European format, Making an application, Job interview

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

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Unit 18 Relative clauses

Unit 19 Direct speech and reported speech

Unit 20 Connecting clauses

Unit 21 Word order; Phrasal verbs; Word formation

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

Assemblee di istituto: elezione organi collegiali (presentazione candidati rappresentanti di istituto); visione del film *Io capitano*, M. Garrone (2023).

Attività di orientamento: somministrazione questionario orientativo e illustrazione del percorso annuale programmato; incontro con Università di Trento.

Tirocinio PCTO a.s. 2022/23: riflessione sulle competenze trasversali acquisite (attività di gruppo e valutazione orale).

Tirocinio PCTO a.s. 2023/24: Entriamo in azienda 2.

II QUADRIMESTRE

**G. Zani, A. Ferranti, A. Phillips, *Your Business Partner*,
A Education – Minerva Scuola: Units 5, 6, 7, 8 (Business Communication)**

Competences

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

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

Topics/Contents

5. ORDERS

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

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

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

Competences

1. THE FRAMEWORK OF BUSINESS

- Discussing the predominance of the tertiary sector
- Identifying materials and human resources employed to produce an everyday object
- Recognising the impact of digitalisation on businesses

2. HOME AND INTERNATIONAL TRADE

- Distinguishing import and export, visible and invisible goods

Topics/Contents

1. THE FRAMEWORK OF BUSINESS

The production process, The factors of production, Commerce and trade, Distribution channels, The impact of digital technologies on business, The five components of digital transformation, Building the green economy
Case study. Airbnb: the story behind the \$1.3bn room-letting website

2. HOME AND INTERNATIONAL TRADE

The contract of sale, Import/Export, Visible and invisible trade, The balance of trade and the balance of payments, Trade restrictions, Customs procedures, INCOTERMS
Case study. Newcastle seed business flourishes thanks to exporting

Percorso di approfondimento (contributo disciplinare per Educazione civica):

At work

Attività di ricerca a gruppi (utilizzando materiali in rete condivisi in Classroom) con verifica orale finale.

Attività di orientamento: incontro con l'agenzia del lavoro Mestieri Lombardia e successiva restituzione/riflessione; visione in lingua originale del film *Spanglish*, (James L. Brooks, 2004); incontro su *Empowerment* con Sonia Sottili di Federmanager; incontro con la dott.ssa Anna Supino, Presidente di APIndustria Giovani di Mantova; incontro sul volontariato nel territorio mantovano, a cura di CSV Mantova; incontro con il Dottore Commercialista Dino Piccagli; condivisione piattaforma UNICA in relazione al Capolavoro; considerazioni finali sul percorso svolto.

Progetto Educazione alla salute: partecipazione alle attività relativamente alla *Giornata della salute*.

La Docente

prof.ssa *Valeria Vecchi*

(firma autografa sostituita a mezzo stampa)