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CORSO DI ISTRUZIONE TECNICA SUPERIORE

# TECNICO SUPERIORE PER IL TURISMO CROCIERISTICO INTERNAZIONALE

Figura nazionale 5.1.2 Tecnico Superiore per la Gestione di Strutture Turistico-Ricettive (VI livello EQF)



# CUSTOMISE YOUR CRUISE

a cura di Prof. Luigi Vallillo



**fondazione  
ITS BACT**

TECNOLOGIE  
INNOVATIVE  
PER I BENI E  
LE ATTIVITÀ  
CULTURALI E  
TURISTICHE



**MSC**  
C R U I S E S

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MATERIAL MADE BY TEACHER AND STAFF OF THE BRITISH INSTITUTES NAPOLI

- SOURCES
- ENGLISH FILE BOOK

Believe you can and you're halfway there.



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# CUSTOMISE YOUR CRUISE

## LIVE ENGLISH

Students brainstorm questions to interview a member of the public regarding their experiences on a cruise ship



# READING ACTIVITY



## Guest questionnaire

Students read a guest questionnaire from a cruise experience, then they learn to write a letter of apology to the guest.

Poor

Average

Good

Reception

Reception desk

Conierge

Porter

*Staff were generally unfriendly and sometimes rude*

*The receptionist did not give us the correct times for different excursions available.*

*The receptionist did not give us the correct times for different excursions available.*

# READING ACTIVITY

Poor

Average

Good

Rooms  
Comfort  
Chambermaids  
Maintenance

*The waiter did not bring the correct order and the service was extremely slow*

Poor

Average

Good

Excursions  
Quality  
Variety  
Guides

*The guide seemed inexperienced and did not know the names of the animals*



# GRAMMAR



The 1° Conditional has the present simple after 'if', then the future simple in the other clause: (if + present simple, ... will + infinitive). It is used to talk about things which might happen in the future. Of course, we cannot know what will happen in the future, but this describes possible things, which could easily come true. The 2° Conditional uses the past simple after 'would' and the infinitive: (if + past simple, ...would + infinitive) It is possible to use 'were' instead of 'was' with 'I' and 'he/she/it'. This is mostly done in formal writing. It has two uses. First, we can use it to talk about things in the future that are probably not going to be true

# GRAMMAR EXERCISES

## 1st CONDITIONAL EXERCISE

Put the verb into the correct first conditional form

1. If I \_\_\_\_\_ (go) out tonight, I \_\_\_\_\_ (go) to the cinema.
2. If you \_\_\_\_\_ (get) back late, I \_\_\_\_\_ (be) angry.
3. If we \_\_\_\_\_ (not / see) each other tomorrow, we \_\_\_\_\_ (see) each other next week.
4. If he \_\_\_\_\_ (come), I \_\_\_\_\_ (be) surprised.
5. If we \_\_\_\_\_ (wait) here, we \_\_\_\_\_ (be) late.
6. If we \_\_\_\_\_ (go) on holiday this summer, we \_\_\_\_\_ (go) to Spain.
7. If the weather \_\_\_\_\_ (not / improve), we \_\_\_\_\_ (not / have) a picnic.
8. If I \_\_\_\_\_ (not / go) to bed early, I \_\_\_\_\_ (be) tired tomorrow.
9. If we \_\_\_\_\_ (eat) all this cake, we \_\_\_\_\_ (feel) sick.
10. If you \_\_\_\_\_ (not / want) to go out, I \_\_\_\_\_ (cook) dinner at home.





# GRAMMAR EXERCISES

## 2nd CONDITIONAL EXERCISE

Put the verb into the correct tense

1. If I \_\_\_\_\_ (be) you, I \_\_\_\_\_ (get) a new job.
2. If he \_\_\_\_\_ (be) younger, he \_\_\_\_\_ (travel) more.
3. If we \_\_\_\_\_ (not / be) friends, I \_\_\_\_\_ (be) angry with you.
4. If I \_\_\_\_\_ (have) enough money, I \_\_\_\_\_ (buy) a big house.
5. If she \_\_\_\_\_ (not / be) always so late, she \_\_\_\_\_ (be) promoted.
6. If we \_\_\_\_\_ (win) the lottery, we \_\_\_\_\_ (travel) the world.
7. If you \_\_\_\_\_ (have) a better job, we \_\_\_\_\_ (be) able to buy a new car
8. If I \_\_\_\_\_ (speak) perfect English, I \_\_\_\_\_ (have) a good job.
9. If we \_\_\_\_\_ (live) in Mexico, I \_\_\_\_\_ (speak) Spanish.
10. If she \_\_\_\_\_ (pass) the exam, she \_\_\_\_\_ (be) able to enter university.



# CREATE A PRODUCT

Students are asked to create a product referring to:

- Target
- Selling point (can compare with similar products in the market)





# HOMEWORK

**Students write questions to interview a member of the public regarding their experiences on a cruise ship.**

Writing a letter of apology

Students complete a letter of apology to the guest using the following expressions:

- Please find enclosed
- We need to improve
- We would like to offer you
- We were very sorry to hear
- We apologise for any inconvenience
- Unfortunately

\*When replying to a complaint remember to:

Show sympathy – Apologise- Give an explanations- Promise action- Offer compensation.

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CONTATTI

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