
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)



WHEN THINGS GO WRONG

a cura di Prof. Luigi Vallillo



MATERIAL MADE BY TEACHER AND STAFF OF THE BRITISH INSTITUTES NAPOLI

- SOURCES
- ENGLISH FILE BOOK
- GOING INTERNATIONAL ENGLISH FOR TOURISM

Believe you can and you're halfway there.



WHEN THINGS GO WRONG

Students focus on travel insurance



LISTENING ACTIVITY



Holiday Disasters

Students listen to different holiday makers talking about things which went wrong on their holiday.

Listening on pag. 118 from book « Going international English for tourism»

Before the listening activity students will discuss about the following questions:

- 1) What things can go wrong on a holiday?
- 2) Where do you think are the most dangerous places to travel to? Think about things like illness, theft and violence

READING ACTIVITY

Travel Insurance

Students read a leaflet "Our Premium Travel Insurance Plan provides:"

on pag. 117 about travel insurance then students will do the activity



READING EXERCISE

Travel Insurance

Students are going to match the headings with the text on pag. 117

- a) Curtailment
- b) Delayed baggage
- c) Loss of passport
- d) Medical and other expenses
- e) Medical inconvenience benefit
- f) Missed departure
- g) Personal accident
- h) Personal baggage
- i) Personal liability
- j) Personal money
- k) Travel delay



VOCABULARY

STUDENTS MATCH THE PHRASAL VERBS AND IDIOMATIC EXPRESSIONS IN COLUMN A WITH THEIR DEFINITIONS IN COLUMN B

A	B
BREAK DOWN	CANCEL
CALL OFF	HAVE MECHANICAL FAILURE
CUT SHORT	APPEAR
TURN UP	DELAY
WRITE OFF	CURTAIL
GO OFF	COMPLETELY DESTROYED
HOLD UP	MAKE A SUDDEN LOUD NOISE

GRAMMAR

Phrasal verbs

Type 1- phrasal verbs with no object (some phrasal verbs have no object. The verb and the particle are never separated)

I **get up** at 6.00

They **went away** last week end

What time are you **coming back** tonight?

They **set off** early in the morning.

Type 2 – phrasal verbs with an object separable (some phrasal verbs have an object and can be separated – we can put the object before or after the particle)

I **looked** the word **up** in the dictionary

I **looked up** the word in the dictionary

Can you **fill** this form **in**?

Can you **fill in** this form?

verb
adverb
noun
pronoun
adjective
vowel
consonant

Diapositiva 9

- C1 Carmen; 02/02/2018
- C2 Carmen; 02/02/2018

verb
adverb
noun
pronoun
adjective
vowel
consonant

GRAMMAR

Phrasal verbs

Type 3 – phrasal verbs with an object - inseparable. (some phrasal verbs have an object but can't be separated – the verb and the particle must stay together, even if the object is a pronoun)

My husband **looks after** the children

Where is your book? I don't know I'm **looking for** it

He **doesn't get on with** his parents

Some common
phrasal verbs

Type one: *be on, end up, grow up, move in, set off*

Type 2: *check out, close down, put on*

Type 3 *ask for, fall out with, get away from.*

Diapositiva 10

- C1 Carmen; 02/02/2018
- C2 Carmen; 02/02/2018

GRAMMAR EXERCISES

Circle the correct form

- 1) The past was so cold so I sent back it/ sent it back
- 2) I went to the cashpoint and took out € 100,00/took € 100,00 out
- 3) Could you turn down the music? /turn the music down?
- 4) They set off at 7.00/set at 7.00 off
- 5) I picked up his wallet/picked his wallet up
- 6) I grew up in Wales/grew in Wales up
- 7) Can you put those clothes away/put away those clothes?



GRAMMAR EXERCISES

Complete the sentences using a pronoun and the correct form of the phrasal verb in brackets

- 1) My parents are arriving at 11.15. Could you _____ at the airport? (pick up)
- 2) Do they still have their website? No, they _____ a month ago (close down)
- 3) Is she still with her boyfriend? No, she's _____ (fall out with)
- 4) Have you found your glasses? No, I have been _____ for half an hour (look for)
- 5) This cheese is past its sell-by date. I'm going to _____. (throw away)





HOMEWORK

Students complete an insurance report form.

CONTATTI

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