

		<h1>SYLLABUS</h1>	
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## PALAZZI FLORENCE ASSOCIATION FOR INTERNATIONAL EDUCATION FLORENCE UNIVERSITY OF THE ARTS SQUOLA - CENTER FOR CONTEMPORARY ITALIAN STUDIES (IT)

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SCHOOL OF ITALIAN STUDIES AND LINGUISTICS  
 DEPARTMENT OF ITALIAN LANGUAGE  
 DEPARTMENT OF HOSPITALITY AND TOURISM MANAGEMENT  
**COURSE TITLE: ITALIAN LANGUAGE FOR HOSPITALITY MAJORS**  
**COURSE CODE: ISITHO130; HAHTHO130**

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3 Semester Credits

### **1. DESCRIPTION**

This course focuses on rapidly developing a basic command of Italian while introducing students to various aspects of Italian culture through the hospitality industry. Students will have the opportunity to learn on-site with their instructors through a series of walking tours and visits in Florence to hotels, restaurants, and wine-related establishments. Technical vocabulary will be developed and targeted so as to prepare the student for the hospitality industry. Equal focus will be given to grammatical structures, vocabulary, and conversation skills. Students will develop a vocabulary that will allow them to engage in simple but useful everyday conversations, thus enhancing and supporting their Italian experience. After having completed this course, students will be able to express themselves in the Present tense and *Passato Prossimo* (past tense) and to use both nouns and adjectives in the correct form with reference to gender and number. No prior knowledge of Italian required as this is a beginner-level course.

### **2. OBJECTIVE**

In this course students will develop basic comprehension skills, listening and reading, as well as basic expressions to communicate in an Italian context and an understanding of the Florentine way of life. Upon successful completion of this course, students will be able to:

- Provide basic information in Italian to potential clients regarding services and daily activities
- Participate in a simple conversation on everyday topics
- Read and pick out important information from authentic texts (i.e. menus signs, schedules, academic forms, etc.)
- Address client concerns and complaints in an effective manner using basic Italian
- Simulate check-in and check-out procedures and provide information about internal services and nearby attractions to clients
- Simulate hospitality procedures in a restaurant setting with the ability to describe menus and background information to culinary clients
- Effectively be able to address VIP and special clients in the formal register

### **3. REQUIREMENTS**

There are no prerequisites for this course.

### **4. METHOD**

The teaching method is based on a communicative approach. In order to facilitate the process of acquisition, special emphasis will be given to activities, role playing and games aimed at useful practice functions and vocabulary. In addition to daily take-home grammar practice,

students will also have to submit four larger review packets assigned throughout the session. Progress will be assessed via four quizzes, daily participation, role-play activities and written take-home assignments.

This course includes a series of visits and walking tours to hotels, restaurants, and wine-related establishments. Please refer to the course addendum for additional details on on-site activities, visits and walking tours.

Tutoring services are also available in small group sessions. If necessary, individual tutoring can be provided if requested by the instructor on behalf of the student. Sign up is required in advance. Please see the course addendum for details.

## **5. TEXT BOOK – FURTHER READINGS – RESOURCES**

### **TEXT BOOK**

Textbook and Structure Insights (as a book published by the school) will be available during the first week.

The textbook is mandatory for successful completion of the course.

Where applicable, additional materials, handouts and/or notes will be provided by the instructor.

### **LIBRARIES IN FLORENCE**

The FUA library is located in Corso Tintori 21. Please consult the posted schedules for official opening times. Also note that the library is for consultation only and it is not possible to borrow materials. The library is equipped with a scanner and internet access so that you may save or email a digital copy of the pages needed.

Students are also encouraged to take advantage of Florence's libraries and research centers:

#### **Biblioteca Palagio di Parte Guelfa**

Located in Piazzetta di Parte Guelfa between Piazza della Repubblica and Ponte Vecchio.

Please consult the library website for hours of operation:

[http://www.biblioteche.comune.fi.it/biblioteca\\_palagio\\_di\\_parte\\_guelfa/](http://www.biblioteche.comune.fi.it/biblioteca_palagio_di_parte_guelfa/)

#### **Biblioteca delle Oblate**

Located in via dell'Oriuolo 26. Please consult the library website for hours of operation:

[www.bibliotecadelleoblate.it](http://www.bibliotecadelleoblate.it)

#### **The Harold Acton Library at the British Institute of Florence**

Located in Lungarno Guicciardini 9. Please consult the library website for hours of operation and student (fee-based) membership information: [www.britishinstitute.it/en](http://www.britishinstitute.it/en)

## **6. FIELD LEARNING**

This course does not include a field learning activity.

## **7. COURSE MATERIALS**

No additional course materials are necessary.

## **8. COURSE FEES:**

Course fees cover course-related field learning activities, visits, and support the instructor's teaching methodologies. Book costs are not included in the course fee. The exact amount will be communicated by the instructor on the first day of class.

## **9. EVALUATION – GRADING SYSTEM**

10% Attendance

10% Class Participation

20% Quizzes

20% Assignments  
20% Spoken Practice  
20% Final Exam

A = 93-100 %, A- = 90-92%, B+= 87-89%, B = 83-86%, B-=80-82%, C+ = 77-79%, C=73-76%, C-=70-72%, D = 60-69%, F= 0-59%, W = Official Withdrawal, W/F = Failure to withdraw by the designated date.

## **10. ATTENDANCE – PARTICIPATION**

Academic integrity and mutual respect between instructor and student are central to the FUA academic policy and reflected in the attendance regulations. Student presence is mandatory and counts toward the final grade. The Italian language attendance policy for semester and short sessions is as follows:

### **Intensive courses for 6-9-12 credits**

#### **45 total hours per 3-week/3-credit short session**

##### **Monday through Friday lessons for 2 hours and 30 minutes each**

For each 3-week session:

On the second absence the attendance and participation grade will be impacted.

On the third absence the instructor may lower the final grade by one letter grade.

The fourth absence constitutes automatic failure of the course.

### **Short Sessions: 3-week/3-credit sessions, 45 total hours**

#### **Monday through Friday lessons for 2 hours and 30 minutes each**

On the second absence the attendance and participation grade will be impacted.

On the third absence the instructor may lower the final grade by one letter grade.

The fourth absence constitutes automatic failure of the course.

### **Semester: 3-credit/bi-weekly sessions, 45 total hours**

#### **Mon/Wed or Tues/Thurs lessons for 1 hour and 15 minutes each**

On the fourth absence the attendance and participation grade will be impacted.

On the fifth absence the instructor may lower the final grade by one letter grade.

The sixth absence constitutes automatic failure of the course.

### **Semester: 3-credit sessions held three times a week, 45 total hours**

#### **Tues/Wed/Thurs lessons for 45 minutes each**

On the sixth absence the attendance and participation grade will be impacted.

On the seventh absence the instructor may lower the final grade by one letter grade.

The eighth absence constitutes automatic failure of the course.

### **Semester: 3-credit sessions held once a week, 45 total hours**

#### **Weekly lesson for 2 hours and 30 minutes each**

On the second absence the attendance and participation grade will be impacted.

On the third absence the instructor may lower the final grade by one letter grade.

The fourth absence constitutes automatic failure of the course.

**In all cases listed above, students with excessive absences will be asked to withdraw with a W (if before the deadline) or leave the course with a WF.**

### **Late Arrival and Early Departure**

Arriving late or departing early from class is not acceptable. Two late arrivals or early departures or a combination will result in an unexcused absence. Travel is not an exceptional circumstance.

**Travel (or delays due to travel) is NEVER an excuse for absence from class.**

It is always the student's responsibility to know how many absences he or she has in a course. If in doubt, speak with your instructor!

**Participation:** Learning a foreign language is an incremental process which requires active involvement, commitment, and preparation. Students will be assessed based on these three factors evidenced by enthusiastic participation and demonstration of effort and genuine attempts to master verbal, comprehension, and writing skills. Participation will be evaluated during individual and group work, and encompasses overall effort, cooperation during activities, responsible behavior, and timely completion of assignments.

## **11. EXAMS – PAPERS – PROJECTS**

Quizzes count for 20% of the final course grade. For time and dates consult the course addendum.

- Format: quizzes are comprehensive and are based on grammar topics presented in class.
- All quizzes are scheduled and announced in advanced (refer to course addendum)
- **The time and date of the quizzes cannot be changed for any reason.**

Spoken Practice counts for 20% of the course grade. This component will assess:

- role-play exercises performed during class time and visits, oral expression (reading, pronunciation, comprehension)
- lexical knowledge, appropriate usage, and improvement
- the ability to respond to questions by instructors and peers during presentations

The Final exam: counts for 30% of the final course grade. For exam time and date, consult the course addendum. **The time and date of the exam cannot be changed for any reason.**

- Format: the exam is divided into three sections:
  - Part I: 25 fill-in the gap grammar questions. Each correct answer is worth 2 points, for a total of 50 points.
  - Part II: 10 reading comprehension questions. Each correct and complete answer (concise explanations, main ideas, key words, names, etc.) is worth 2 points, for a total 20 points.
  - Part III: 15 multiple choice listening comprehension questions. Each correct answer is worth 1 point, for a total 15 points.
  - Part IV: writing prompt (based on content, vocabulary, detail, etc.) for a total of 15 points.
- **The Final Exam is comprehensive**

## **12. LESSONS**

<b>Lesson 1</b>	
Meet	In class
Lecture	Greeting the client 1 – guest check-in and introductions
Objectives	<p>Presentation of the course and introduction to the class syllabus. Information on method, objectives, exams, assignments and oral presentation.</p> <p><b>Unit 1: Comunicare per... presentarsi!</b> <b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"><li>• Introducing yourself, giving and asking your name and personal details</li><li>• Greeting people upon arriving</li><li>• Using formal and informal register</li><li>• Agreeing and disagreeing</li></ul>

	<ul style="list-style-type: none"> <li>Using the negation form <i>non</i></li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>Mi chiamo / ti chiami / si chiama</li> <li>Come stai? Di dove sei? Come si scrive?</li> <li>Adjectives of nationality</li> <li>Numbers 0 to 10</li> <li><i>Essere</i> and <i>avere</i> verbs</li> <li>Alphabet</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>Ciao/arrivederci.</li> <li>La carta d'identità</li> <li>Nationality</li> <li>Class objects and actions</li> </ul>
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Lesson 2	
Meet	In class
Lecture	Greeting the client 2 – formalities and small talk
Objectives	<p><b>Unit 2: Comunicare... al bar!</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>Ordering at the café</li> <li>Reading a menù</li> <li>Answering questions regarding food and drinks</li> <li>Communicating amounts and forms of payment</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>Vorrei / Posso avere...</li> <li>Che cosa prendi? Quanto è? Quanto costa? Quale?</li> <li>Masculine and feminine</li> <li>Singular and plural</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>At the café, money, prices</li> </ul>

Lesson 3	
Meet	In class and at the café
Lecture	Internal structures: al bar - cashier
Objectives	<p><b>Practice:</b></p> <p>Targeted experience from the client perspective:</p> <ul style="list-style-type: none"> <li>Visit a café to place an order</li> <li>Request detail regarding items sold, record new vocabulary and varied descriptions.</li> </ul> <p><b>In groups:</b></p> <ul style="list-style-type: none"> <li>Present and describe new information to classmates</li> <li>Role play with fellow students integrating new terminology learned</li> </ul>

Lesson 4	
Meet	In class and at the restaurant
Lecture	Al ristorante – front of house
Objectives	<p><b>Unit 3: Comunicare... al ristorante!</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Taking orders at the restaurant</li> <li>• Describing menu and specials</li> <li>• Presenting the check</li> <li>• Recording table reservations</li> <li>• Describing food and beverage</li> <li>• Interacting with customers</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Vuole prentare? Per quante persone?</li> <li>• Che cosa prendi/e come primo, secondo?</li> <li>• E' cotto, è crudo, è piccante, è dolce</li> <li>• General directions</li> <li>• Instructions for setting the table</li> <li>• C'è and ci sono</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Restaurant menù items</li> <li>• Dishes and silverware</li> <li>• Florentine specialities</li> <li>• Days of the week</li> <li>• Time</li> </ul>

Lesson 5	
Meet	In class
Lecture	Special clients: family tourism
Objectives	<p><b>Unit 4: Comunicare per... parlare della famiglia!</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Family vacation-catering the family</li> <li>• Asking about someone's family</li> <li>• Talking about your family (what they do and when)</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Chi è? Che cosa fa?</li> <li>• Possessive adjectives</li> <li>• Frequency adverbs</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Family members and family activities</li> </ul>

Lesson 6	
Meet	In class
Lecture	Special clients: VIP and Professionals
Objectives	<b>COMMUNICATIVE FUNCTION:</b>

	<ul style="list-style-type: none"> <li>• Speaking about profession</li> <li>• Using formal register</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Che lavoro fa? Quanti anni ha? Dove lavora? Che tipo è?</li> <li>• Present tense -are, -ere, -ire verbs</li> <li>• Irregular verbs</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Professions</li> <li>• Personality</li> <li>• Job titles</li> <li>• Age</li> <li>• Nationality</li> </ul>
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<b>Lesson 7</b>	
Meet	In class and at the market
Lecture	Special clients: culinary
Objectives	<p><b>Unit 5: Comunicare per... fare la spesa! - Al mercato e al supermercato</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Visiting Italian markets</li> <li>• Shopping for fresh produces</li> <li>• Giving instructions, advice, and polite requests</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Vorrei un chilo/etto di... quanto?</li> <li>• Units of measure, indications</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Florentine markets, shops, stores</li> <li>• Fruits and vegetables, different kinds of meat, fish, cheese, and bread</li> <li>• Quantities</li> <li>• Weights</li> <li>• Packagings</li> </ul>

<b>Lesson 8</b>	
Meet	In class and in the city
Lecture	Providing tourist indications
Objectives	<p><b>Unità 6: Comunicare per... chiedere indicazioni!</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Giving instructions, advice, and polite requests</li> <li>• Asking for and giving directions</li> <li>• Describing places</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Scusi, sa dov'è, deve arrivare a..., parte alle...</li> <li>• Imperative tense</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Monuments and tourist attractions</li> <li>• Street names and indications</li> </ul>

	<b>Practice:</b> <ul style="list-style-type: none"> <li>Students will locate nearby areas and structures by providing one another with simple instructions</li> </ul>
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<b>Lesson 9</b>	
Meet	In class and at the station
Lecture	Providing indications
Objectives	<b>Alla stazione</b> <b>COMMUNICATIVE FUNCTION:</b> <ul style="list-style-type: none"> <li>Seat reservation</li> <li>Buying a ticket</li> <li>Reading a timetable</li> </ul> <b>STRUCTURES:</b> <ul style="list-style-type: none"> <li>E' possibile prenotare/ Posso prenotare...</li> <li>Modal verbs and <i>sapere</i></li> </ul> <b>VOCABULARY:</b> <ul style="list-style-type: none"> <li>Italian geography</li> <li>Means of transportation</li> <li>Italian trains and stations</li> <li>Timetables</li> </ul>

<b>Lesson 10</b>	
Meet	In class and walking tour
Lecture	Kitchen tools and measurements
Objectives	<b>Unit 7: La cucina italiana</b> <b>COMMUNICATIVE FUNCTION:</b> <ul style="list-style-type: none"> <li>Reading and writing a recipe</li> <li>Handling complaints and food allergies</li> <li>Expressing tasting preferences</li> <li>Knowing the difference</li> </ul> <b>STRUCTURES:</b> <ul style="list-style-type: none"> <li>Mi piace / non mi piace – Mi piacciono / non mi piacciono</li> <li>Indirect pronouns</li> <li>What time...</li> </ul> <b>VOCABULARY:</b> <ul style="list-style-type: none"> <li>Italian meals and culinary habits</li> <li>Ingredients</li> <li>Tools and actions in the kitchen</li> <li>Kitchen equipment and measurements</li> </ul>



Lesson 11	
Meet	In class and at the shops
Lecture	Client interaction: common requests and services - Shopping
Objectives	<p><b>Unit 8: Comunicare per... fare shopping!</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Talking about gifts, souvenirs, clothes</li> <li>• Asking for a size</li> <li>• Describing how someone is dressed</li> <li>• Giving advice</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Vorrei provare /Posso provare...</li> <li>• Che taglia/numero porti?</li> <li>• Come mi sta / Come mi stanno?</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Clothing shoes and accessories</li> <li>• Quality, colours, sizes, shops</li> </ul>

Lesson 12	
Meet	In class and practical activity
Lecture	Preparing client's stay – free time and entertainment
Objectives	<p><b>Unit 9: Comunicare per... parlare del tempo libero</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Talking about free time</li> <li>• Describing hotel facilities/services</li> <li>• Indicating nearby attractions</li> <li>• Inviting someone</li> </ul> <p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Che cosa ti piace fare? Mi piace + infinitive</li> <li>• Preferisco...</li> <li>• Mi interessa/Mi interessano</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Hobbies, sports, relaxation</li> <li>• Week end activities</li> <li>• Film, music, art, museums</li> </ul>

Lesson 13	
Meet	In class
Lecture	Personalizing the client experience
Objectives	<p><b>Unit 10: Comunicare per... raccontare le vacanze</b></p> <p><b>COMMUNICATIVE FUNCTION:</b></p> <ul style="list-style-type: none"> <li>• Speaking about holidays</li> <li>• Addressing requests and past experience</li> <li>• Talking about the past</li> <li>• Speaking with returning clients</li> </ul>

	<p><b>STRUCTURES:</b></p> <ul style="list-style-type: none"> <li>• Passato prossimo</li> <li>• Use of Passato Prossimo with <i>essere</i> and <i>avere</i></li> <li>• Irregular Past Participle</li> </ul> <p><b>VOCABULARY:</b></p> <ul style="list-style-type: none"> <li>• Hotels and holiday resort</li> <li>• At the seaside, in the mountains</li> <li>• Expressions for talking about the past</li> <li>• Seasons</li> <li>• Months</li> </ul> <p><b>Practice:</b></p> <ul style="list-style-type: none"> <li>• Students will role-play client interaction from time of reservation and welcoming through to delivery of check and experience completion</li> </ul>
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<b>Lesson 14</b>	
Meet	In class
Exam	<b>SPOKEN PRACTICE: PRESENTATION</b>

<b>Lesson 15</b>	
Meet	In class
Exam	<b>FINAL EXAM</b>