



**Teachers of English to Speakers of Other Languages  
in Italy**

An Affiliate of TESOL International Association  
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## **THE TESOL Italy Rome Local Group**

kindly invites you to the seminar

# **ENGLISH IN THE WORKPLACE**

hosted by

**I.P.S.E.O.A. "TOR CARBONE"**

Speaker:

**ELLEN GILBERTI**

*The University of Pennsylvania professor, MFA and TEFL certificate professional actress appearing on Broadway and on TV in 'Sex in the City'*

Hotel English is not everyday English!!! It is more polite and formal and the vocabulary is highly specialized. Learn with TESOL Rome member and American actress, Ellen Gilberti as she demonstrates the course she is teaching the staff of Hotel della Fortezza in Tuscany.

The expectations of hotel guests from different countries vary greatly. In this workshop we will learn how to talk to the guests, how to respond politely and reassuringly to their complaints, how to apologize if they are dissatisfied, how to make small talk and how to make them feel coddled and at home in the hotel.

**Monday, 3rd April 2017**

**3:30 p.m. – 5:30 p.m.**

***(including coffee break)***

**Via di Tor Carbone, 53 – 00178 Roma**

**Sala di Villa Rossa**

**PRE-REGISTRATION**

**<https://it.surveymonkey.com/r/RZP7ZTF>**

**The deadline for pre-registration is 1st April 2017**

**FOR INFORMATION**

**Maria Antonietta Ortenzi, Rome local group coordinator [maortenzi@gmail.com](mailto:maortenzi@gmail.com)**

***The event is open to TESOL Italy members (teachers and principals). For those who are not TESOL Italy members for the current year, a free provisional membership card will be issued. Conditions of this card will be explained onsite by the local group coordinator. All participants will receive a certificate of attendance.***

TESOL Italy (con i suoi gruppi locali) è riconosciuta come *Ente qualificato alla formazione e all'aggiornamento per insegnanti di lingua inglese nelle scuole di ogni ordine e grado* – Autorizzazione MIUR, Direttiva 90/2003 confermata con DM 05.07.2005, Prot.N°1227