Unit 202: Understand business success

# Sample lesson plan 16

**Course number:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Course title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Lesson length:** 2.5 hours **Room:** \_\_\_\_\_\_\_

**Lesson topic:** The responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.

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| **Aims**:   * By the end of the session the learner will know the responsibilities a hospitality business gas to manage digital information and the consequences of inappropriate use. | **Learning outcomes**:  To enable learners to understand:   * describe the responsibilities a hospitality business has to manage digital information * identify the consequences of inappropriate use of digital communication technology. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
| --- | --- | --- | --- | --- |
| 2.5 | Registration and welcome | Take register. |  |  |
| 2.5 | Aims and objectives | Discuss the aims and objectives for the lesson. | Learner discussion and Q&A. | Whiteboard |
| 20 | Recap previous session | Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.  Discuss any follow-up points or questions the learners may have from previous lesson. |  |  |
| 30 | Introduction task 1:   * describe the responsibilities a hospitality business has to manage digital information * identify the consequences of inappropriate use of digital communication technology. | Outline the focus of the lesson to include the responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.  Activity: Split the class into smaller groups or individuals, using Word or PowerPoint, ask them to design an information page outlining the responsibilities and consequences for inappropriate use of technology in a hospitality business. | Design an information page using word or PowerPoint (uploaded photo/image of a hand-designed sheet can be used). | Whiteboard |
| 60 | Main body of lesson | Deliver **PowerPoint Presentation 16**:  Activity: Task learners in small groups to use a communication technology/ conference call software (MS teams, Skype, Google hangouts) to present their information page, outlining theresponsibilities a hospitality business has to manage digital information. Experience sharing screens and using video chat. Set a time limit of 40 minutes.  Group discussion: Reflecting on the experience of the previous task, discuss the consequences of inappropriate use of digital communication technology are. | Listen  Note take  Discuss  Use communication technology to present and discuss their information sheet. | PowerPoint Presentation 16  Handout 5  Whiteboard  Media technology  Internet  Pen/pencil  Notepad |
| 30 | Summary of session | Tutor-led summary of session  Encourage peer-to-peer reflection and feedback on the exercise. Direct the discussion, and identify any points not picked up by the learners  Complete **Worksheet 16:**  Group question and answer session: Ask individual learners oral questions specific to the topic. | Learner discussion and Q&A. |  |

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| **How learning is to be measured:**   * Oral questions and answers * End of unit multiple choice exam (City & Guilds set) | |
| **Homework/research work:** | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments:** | |
| **Suggestions/modifications for next lessons:** | |