Unit 203: Provide guest service

# Sample lesson plan 6

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

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

**Lesson topic:** Identify guest expectations and different types of guest issues that occur in hospitality establishments

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| **Aims**:  By the end of the session the learner will understand how guest issues are resolved by hospitality establishments | **Learning outcomes**:  To enable learners to understand:   * guest expectations * types of guest issues that can occur in hospitality establishments. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
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| 5 | Registration and welcome | Take register. |  |  |
| 5 | Aims and objectives | Discuss the aims and objectives for the lesson. | Learner discussion and Q&A. | Whiteboard |
| 10 | 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. |  | Whiteboard |
| 15 | Follow-up of pre-lesson preparation | Collect in **Worksheet 2** for peer marking,encourage Q&A session. | Learner discussion and Q&A. |  |
| 20 | Introduction task 1 | Outline the focus of the lesson to include guest expectations and different types of guest issues that occur in hospitality establishments.  Split the class into smaller groups. Ask them to list on a whiteboard what expectations guests have when staying in a hotel. | Q&A.  List on the whiteboard examples of what expectations guests have when staying in a hotel. | Whiteboard |
| 30 | Main body of lesson:   * identify guest expectations * describe types of guest issues that can occur in hospitality establishments. | Deliver **PowerPoint presentation 5**  Tutor-led discussion entitled ‘helping guests to be right’.  Split into groups and carry out **Activity 6.** | Listen.  Take notes.  Q&A.  Carry out **Activity 6** | **PowerPoint presentation 5**  Pen/pencil  Notebook  **Activity 6** |
| 40 | Main body of lesson:   * identify guest expectations * describe types of guest issues that can occur in hospitality establishments. | Task learners in groups to identify complaints they have experienced as customers within a hospitality business. How would they have dealt with the issues and is it ok to disagree with a guest?  Carry out **Activity 7** in groups.  Encourage learners to use text and pictures. Set a time limit of 20 minutes.  Discuss/fill gaps as a class.  Encourage Q&A session after each presentation. | Each learner group are to present to the rest of the class.  Encourage Q&A session after each presentation. | Whiteboard  **Activity 7** |
| 20 | 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.  Group question and answer session: Ask individual learners oral questions specific to the topic. | Learner discussion and Q&A. |  |
| 5 | Next session | Explain homework **Handout 3** and next class. |  |  |

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| **How learning is to be measured:**   * Oral questions and answers   **Opportunities for embedding core skills:**   * Basic speaking and listening * Basic writing skills to include spelling. | |
| **Homework/research work:**  Leaner to independently review **Handout 3** | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments:** | |
| **Suggestions/modifications for next lessons:** | |