

Unit 201: Understanding the hospitality industry

Sample lesson plan 2

Course number: _____ Course title: _____

Tutor's name: _____ Date: _____ Time: _____

Lesson length: 3 hours

Room: _____

Lesson topic: The structure of the hospitality industry

Aims:

By the end of the lesson the learner will know:

- services provided at different types of hospitality establishments
- how departments contribute to the effective running of a hospitality establishment.

Learning outcomes:

To enable learners to understand:

- the structure of the hospitality industry.

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
5	Registration and welcome	Take register.		
15	<p>Recap previous session:</p> <p>Describe types of hospitality establishment</p> <p>Describe the types of business operations that are typically found in the hospitality industry</p>	<p>Discuss any follow up points or questions the learners may have from previous lesson.</p>	<p>Task learners to list on a white board:</p> <ul style="list-style-type: none"> • 3 x top end restaurants • 3 x chained restaurants • 3 x five-star hotels • 3 x local pubs <p>Then categories them into the different types of business operations.</p>	
5	Aims and objectives	Discuss the aims and objectives for the lesson.	Learner discussion and Q&A.	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
10	Introductory task 1: Know the structure of the hospitality industry	Outline the focus of the lesson to include: <ul style="list-style-type: none"> services provided at different types of hospitality establishments how departments contribute to the effective running of a hospitality establishment. Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.	Learner discussion and Q&A.	Whiteboard
20	Introductory task 2: Identify services provided at different types of hospitality establishments Describe how departments contribute to the effective running of a hospitality establishment	Put the learners into groups. Task groups to research and describe how a 5-star hotel operates with the interaction of different departments. Set a time limit of 20 minutes. Discuss/fill gaps as a class. Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit	Using the white board, learners are in groups to research and describe how a 5-star hotel operates with the interaction of different departments. Individual groups to present their thoughts to the rest of the group.	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40 minutes	Main body of lesson: Structure of the hospitality industry	<p>Group discussion about services provided at different types of hospitality establishments</p> <p>Deliver PowerPoint Presentation 1: Know the structure of the hospitality industry</p> <p>Discuss/fill gaps as a class. Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</p>	Learner discussion and Q&A.	PowerPoint Presentation 1

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Main body of lesson: Hospitality services	<p>Activity: Split the class into smaller groups. Ask them to identify what services a guest might require in the following scenarios:</p> <ul style="list-style-type: none"> • A businessperson hosting a business lunch in a restaurant • A family of five staying in a city centre hotel • A wedding party for 100 people at a 5-star hotel • A sport awards evening at a local hotel. <p>Set a time limit of 40 minutes. Discuss/fill gaps as a class.</p> <p>Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</p>	<p>Learners in groups to identify what services a guest might require in the following scenarios:</p> <ul style="list-style-type: none"> • A businessperson hosting a business lunch in a restaurant • A family of five staying in a city centre hotel • A wedding party for 100 people at a 5-star hotel • A sport awards evening at a local hotel. <p>Individual groups to present their thoughts to the rest of the group.</p>	IT

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
20	Summary of session	<p>Activity 1: 1-minute paper. Learners to summarise the services provided at different hospitality establishments covered in the lesson.</p> <p>Encourage peer-to-peer reflection and feedback on the exercise. Direct the discussion, and identify any points not picked up by the learners.</p> <p>Group question and answer session: Ask individual learners oral questions specific to the topic.</p> <p>Set independent learning:</p> <p>Using the internet, learners are to research what services a hotel would need to consider if delivering a charity dinner for 100 people. This should be completed independently and handed in to the tutor at the next session.</p>	Learner discussion and Q&A.	Activity 1

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How learning is to be measured: <ul style="list-style-type: none">• Oral questions and answers• End of unit multiple choice exam (City and Guilds set)• Completed worksheets and activities. Opportunities for embedding core skills: <ul style="list-style-type: none">• The use of research skills using IT• Basic speaking and listening.• Basic writing skills to include spelling.				
Homework/research work:				
Lesson evaluation		<ul style="list-style-type: none">• Was the lesson better than expected• As expected• Worse than expected		
Lesson evaluation/comments				
Suggestions/modifications for next lessons				