Unit 202: Understand business success

# Sample lesson plan 11

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

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

**Lesson topic:** Operational efficiency, main costs and cost reduction in a hospitality business

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| **Aims**:  By the end of the session the learner will able to:   * Describe ways to increasing operational efficiency and performance * Identify the main costs associated with a hospitality business * Identify ways to reduce costs in a hospitality business. | **Learning outcomes**:  To enable learners to:   * describe ways to increasing operational efficiency and performance * identify the main costs associated with a hospitality business * identify ways to reduce costs in a hospitality business. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
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| 2.5 | Registration and welcome | Take register. |  |  |
| 2.5 | Aims and objectives | Discuss the aims and objectives for the lesson. |  |  |
| 15 | 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 |
| 20 | Introduction task 1: Describe ways to increasing operational efficiency and performance | Activity: Split the class into smaller groups and ask them to list on a whiteboard what they think is meant by operational efficiency.  Select individual groups to present their thoughts to the rest of the group. Encourage Q&A session after each presentation. | List on the whiteboard examples of factors that affect operational efficiency.  Learner discussion and Q&A. | Whiteboard |
| 60 | Main body of lesson:   * Identify the main costs associated with a hospitality business * Identify ways to reduce costs in a hospitality business | Deliver **PowerPoint presentation 11**  Activity: Learners are tasked in small groups or individuals to develop a one-page information sheet titled ‘creating sustainability’**,** outlining ways and tips on how to reduce costs or usage of our resources within a hospitality business.  Set a time limit of 30 minutes.  Each group are to present to the rest of the class.  Encourage Q&A session after each presentation | Listen  Take notes  Design a one-page information sheet titled **‘**creating sustainability’.  Learner discussion and Q&A.  Group discussion: Discuss and constructively feedback on the presentations and their content. | **PowerPoint Presentation 11** |
| 30 | Main body of lesson:   * Identify the main costs associated with a hospitality business * Identify ways to reduce costs in a hospitality business | Activity: Split the class into smaller groups or individuals, ask them suggest ideas on how they would reduce staff costs in a restaurant.  Individual or group to present their ideas the rest of the group. Encourage Q&A session after each presentation.  Learners to complete **Worksheet 11** | Learners to discuss and constructively feedback on the presentations and their ideas on how they would reduce staff costs in a restaurant.  Complete **Worksheet 11** | Whiteboard  Worksheet 11 |
| 15 | Summary of session | **Activity 1: 1-minute paper**: Learners to summarise the key points covered in the lesson.  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  Q&A | Listen |  |

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| **How learning is to be measured:**   * Oral questions and answers * Activities and worksheets | |
| **Homework/research work:** | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments:**   * Was the lesson better than expected * As expected * Worse than expected | |
| **Suggestions/modifications for next lessons:** | |