Unit 203: Provide guest service

# Sample lesson plan 2

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

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

**Lesson topic:** Principles of effective communication

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| **Aims**:   * By the end of the session the learner will know the principles of effective communication. | **Learning outcomes**:  To enable learners to:   * describe the principles of effective communication |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
| --- | --- | --- | --- | --- |
| 5 | Registration and welcome | Take register. |  |  |
| 5 | Aims and objectives | Discuss the aims and objectives for the lesson. |  | Whiteboard |
| 10 | Recap previous session | Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson. | Listen.  Q&A. |  |
| 15 | Follow-up of pre-lesson preparation | Review SOP activity from previous session. | Individual learners to present their example of where they heard a telephone etiquette SOP used before to the rest of the group. |  |
| 10 | Introduction task 1 | Outline the focus of the lesson to include the principles of effective communication. | Learner discussion and Q&A. | Whiteboard |
| 60 | Main body of lesson:  Describe the principles of effective communication | Deliver **PowerPoint presentation 2**  Cultural awareness activity with reference to **Activity 4.** | Learner discussion and Q&A. | PowerPoint presentation 2  **Activity 4**  Flip chart paper  Markers |
| 30 | Main body of lesson:  Describe the principles of effective communication | Group activity. Watch tutor resourced video on a front office inquiry i.e. ‘Front office: Inquiries by phone’ on YouTube: <https://www.youtube.com/watch?v=ijuRojiFlMs&feature=youtu.be>  Group discussion: Identify what was poor practice and what was good practice. | Watch video and participate in discussion. | Whiteboard  Media  Internet |
| 15 | Summary of session | **Activity 1**: 1-minute paper. Learners to summarise the key learning 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. | **Activity 1** |
| 5 | Next session | Explain what next session will cover. | Q&A. |  |

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| **How learning is to be measured:**   * Oral questions and answers * **Activity 1**   **Opportunities for embedding core skills:**   * Basic speaking and listening * Basic writing skills to include spelling. | |
| **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** | |