Unit 203: Provide guest service

# Sample lesson plan 4

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

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

**Lesson topic:** The effect of customer service on hospitality establishments

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| **Aims**:   * By the end of the session the learner will know the effect of customer service on hospitality establishments. | **Learning outcomes**:  To enable learners to understand:   * different types of customers in the hospitality industry * the principles of customer service * factors that affect good customer service * the effect of good customer service on stakeholders. |

| **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. | 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. | Learner discussion and Q&A. | Whiteboard |
| 10 | Follow-up of pre-lesson preparation | Peer marking of **Worksheet 1** from previous session.  Encourage Q&A session. | Learner discussion and Q&A.  Peer mark **Worksheet 1**. | Worksheet 1 |
| 10 | Introduction task 1 | Outline the focus of the lesson to include the effect of customer service on hospitality establishments.  Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.  Individual reading of **Handout 4,** identifying different types of customers in hospitality and from own experience list where they have received customer service, | Listen  Q&A.  Read **Handout 4** | Whiteboard  **Handout 4** |
| 50 | Main body of lesson | Put the learners into groups and ask them to list an example of good customer service they have experienced, explaining what made it so good. Set a time limit of 30 minutes. Discuss/fill gaps as a class. | Group discussion: Describe the example of good customer service and the key points of what made it so good. |  |
| 40 | Main body of lesson | Put the learners into groups. Each group to choose one perspective external customer or Internal customer and identify and list what a business should do to ensure or achieve customer service excellence to that customer. Set a time limit of 20 minutes. | Feedback on group activity. | Whiteboard |
| 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. |  |
| 5 | Next session | Explain homework using the internet: Factors that affect good customer service. |  |  |

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| **How learning is to be measured:**   * Oral questions and answers   **Opportunities for embedding core skills:**   * The use of research skills using IT * Basic English speaking and listening * Basic writing skills to include spelling. | |
| **Homework/research work:**  Leaners to research using the internet factors that affect good customer service, producing a one-page outline and list for next session, to be completed independently and handed in the tutor at the next session. | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected, * Worse than expected |
| **Lesson evaluation/comments:** | |
| **Suggestions/modifications for next lessons:** | |