Unit 203: Provide guest service

# Sample lesson plan 5

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

**Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Lesson length:** 3 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. |  | Whiteboard |
| 20 | Follow-up of pre-lesson preparation | Review preparation task set in the previous session: Learners’ researchon factors that affect good customer service.  Encourage Q&A session after each presentation. | Individual learners to present their one-page to the rest of the group. |  |
| 15 | Introduction task 1 | Outline the focus of the lesson to include the effect of customer service on hospitality establishments.  Split the class into smaller groups and ask them to list on a whiteboard what they think are the different traits required for a front of house member of staff and a back of house member of staff. Are there any differences?” | Q&A.  List on the whiteboard examples of different traits required for front of house staff and back of house staff. Are there any differences? | **Whiteboard** |
| 50 | Main body of lesson:   * identify different types of customers in the hospitality industry * describe the principles of customer service * describe factors that affect good customer service * describe the effect of good customer service on stakeholders. | Deliver **PowerPoint presentation 4**  Put the learners into groups of six or more and ask them to carry out the role play task ‘productivity vs quality’ – **Activity 2**  Set a time limit of 30 minutes. Discuss/fill gaps as a class**.** | Take notes.  Q&A.  Group discussion: Describe the outcomes from the role play: Did quality improve? Was it at the cost of productivity?  Complete **Activity 2** | **PowerPoint presentation 4** |
| 50 | Main body of lesson:   * identify different types of customers in the hospitality industry * describe the principles of customer service * describe factors that affect good customer service * describe the effect of good customer service on stakeholders. | Task learners into groups of six or more to carry out the road trip task **in Activity 5**. Set a time limit of 30 minutes. Discuss/fill gaps as a class. | Group discussion: Discuss the importance of knowing where you are going and information to delivering customer service excellence.  Complete **Activity 5** road trip task. | Whiteboard  Activity 5 |
| 20 | 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: **Worksheet 2** |  |  |

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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:**   * **Worksheet 2** | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments** | |
| **Suggestions/modifications for next lessons** | |