

Unit 203: Provide guest service

Sample lesson plan 6

Course number: _____ Course title: _____

Tutor's name: _____ Date: _____ Time: _____ Lesson length: 2.5 hours Room: _____

Lesson topic: Identify guest expectations and different types of guest issues that occur in hospitality establishments

Aims:

By the end of the session the learner will understand how guest issues are resolved by hospitality establishments

Learning outcomes:

To enable learners to understand:

- guest expectations
- types of guest issues that can occur in hospitality establishments.

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
15	Follow-up of pre-lesson preparation	Collect in Worksheet 2 for peer marking, encourage Q&A session.	Learner discussion and Q&A.	

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
20	Introduction task 1	<p>Outline the focus of the lesson to include guest expectations and different types of guest issues that occur in hospitality establishments.</p> <p>Split the class into smaller groups. Ask them to list on a whiteboard what expectations guests have when staying in a hotel.</p>	<p>Q&A.</p> <p>List on the whiteboard examples of what expectations guests have when staying in a hotel.</p>	Whiteboard
30	<p>Main body of lesson:</p> <ul style="list-style-type: none"> identify guest expectations describe types of guest issues that can occur in hospitality establishments. 	<p>Deliver PowerPoint presentation 5</p> <p>Tutor-led discussion entitled 'helping guests to be right'.</p> <p>Split into groups and carry out Activity 6.</p>	<p>Listen.</p> <p>Take notes.</p> <p>Q&A.</p> <p>Carry out Activity 6</p>	<p>PowerPoint presentation 5</p> <p>Pen/pencil</p> <p>Notebook</p> <p>Activity 6</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40	<p>Main body of lesson:</p> <ul style="list-style-type: none">• identify guest expectations• describe types of guest issues that can occur in hospitality establishments.	<p>Task learners in groups to identify complaints they have experienced as customers within a hospitality business. How would they have dealt with the issues and is it ok to disagree with a guest?</p> <p>Carry out Activity 7 in groups.</p> <p>Encourage learners to use text and pictures. Set a time limit of 20 minutes.</p> <p>Discuss/fill gaps as a class.</p> <p>Encourage Q&A session after each presentation.</p>	<p>Each learner group are to present to the rest of the class.</p> <p>Encourage Q&A session after each presentation.</p>	<p>Whiteboard</p> <p>Activity 7</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
20	Summary of session	<p>Tutor-led summary of session.</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>	Learner discussion and Q&A.	
5	Next session	Explain homework Handout 3 and next class.		

How learning is to be measured:

- Oral questions and answers

Opportunities for embedding core skills:

- Basic speaking and listening
- Basic writing skills to include spelling.

Homework/research work:

Learner to independently review **Handout 3**

Lesson evaluation

(delete as appropriate)

- Was the lesson better than expected
- As expected
- Worse than expected

Lesson evaluation/comments:**Suggestions/modifications for next lessons:**