Unit 203: Provide guest service

# Sample lesson plan 7

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

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

**Lesson topic:** Understand how guest issues are resolved by hospitality establishments

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| **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:   * explain how guest issues are dealt with in hospitality establishments * explain the benefits to stakeholders of dealing with guest issues effectively * describe the methods for evaluating guest satisfaction. |

| **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. | 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 | Review of **Handout 4:** Handling a guest issue. Encourage Q&A session. | Learner discussion and Q&A. |  |
| 15 | Introduction task 1 | Outline the focus of the lesson to include how guest issues are resolved by 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.  Split the class into smaller groups and ask them to list how they would deal with an intoxicated guest at a hotel bar. | Learner discussion and Q&A.  List on the whiteboard examples of how they would deal with an intoxicated guest at a hotel bar. | Whiteboard |
| 40 | Main body of lesson:   * explain how guest issues are dealt with in hospitality establishments * explain the benefits to stakeholders of dealing with guest issues effectively * describe the methods for evaluating guest satisfaction. | Deliver **PowerPoint presentation 6**  Put the learners into groups and ask them to identify and explain the best method for gauging guest satisfaction in a hospitality business.  Set a time limit of 20 minutes. Discuss/fill gaps as a class**.** | Q&A.  Group discussion: Describe the examples from the task identifying the best methods for gauging guest satisfaction in a hospitality business. | **PowerPoint presentation 6** |
| 40 | Main body of lesson:   * explain how guest issues are dealt with in hospitality establishments * explain the benefits to stakeholders of dealing with guest issues effectively * describe the methods for evaluating guest satisfaction. | Task learners in groups with designing a questionnaire to measure guest satisfaction for either a guest comment card or online/social media.  Set a time limit of 20 minutes. | Completed questionnaire.  Each learner group are to present to the rest of the class.  Group discussion: Explain the reasoning behind the design and questions in each example (what are they trying to measure and how?) | Whiteboard |
| 15 | **Worksheet 3:** Understand how guest issues are resolved by hospitality establishments | End of session worksheet | Complete **Worksheet 3** | Worksheet 3 |
| 10 | Summary of session | Tutor-led 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. |  |

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| **How learning is to be measured**   * Oral questions and answers * End of unit multiple choice exam (City and Guilds set)   **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:** | |