

## Unit 203: Provide guest service

### Sample lesson plan 7

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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

**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
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	<p>Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</p> <p>Discuss any follow-up points or questions the learners may have from previous lesson.</p>		Whiteboard
15	Follow-up of pre-lesson preparation	Review of <b>Handout 4</b> : Handling a guest issue. Encourage Q&A session.	Learner discussion and Q&A.	

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
15	Introduction task 1	<p>Outline the focus of the lesson to include how guest issues are resolved by hospitality establishments.</p> <p>Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</p> <p>Split the class into smaller groups and ask them to list how they would deal with an intoxicated guest at a hotel bar.</p>	<p>Learner discussion and Q&amp;A.</p> <p>List on the whiteboard examples of how they would deal with an intoxicated guest at a hotel bar.</p>	Whiteboard

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"><li>• explain how guest issues are dealt with in hospitality establishments</li><li>• explain the benefits to stakeholders of dealing with guest issues effectively</li><li>• describe the methods for evaluating guest satisfaction.</li></ul>	<p>Deliver <b>PowerPoint presentation 6</b></p> <p>Put the learners into groups and ask them to identify and explain the best method for gauging guest satisfaction in a hospitality business.</p> <p>Set a time limit of 20 minutes.</p> <p>Discuss/fill gaps as a class.</p>	<p>Q&amp;A.</p> <p>Group discussion: Describe the examples from the task identifying the best methods for gauging guest satisfaction in a hospitality business.</p>	<p><b>PowerPoint presentation 6</b></p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40	Main body of lesson: <ul style="list-style-type: none"> <li>• explain how guest issues are dealt with in hospitality establishments</li> <li>• explain the benefits to stakeholders of dealing with guest issues effectively</li> <li>• describe the methods for evaluating guest satisfaction.</li> </ul>	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	<b>Worksheet 3:</b> Understand how guest issues are resolved by hospitality establishments	End of session worksheet	Complete <b>Worksheet 3</b>	<b>Worksheet 3</b>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
10	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.	

**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:**

<b>Suggestions/modifications for next lessons:</b>