Unit 203: Provide guest services

Activity 3: Listening role play

Form groups of three:

You and two colleagues can practice effective listening with each another. Practice with these ten suggested topics.

Step 1: One partner takes a turn as speaker, the other as listener and the third takes on the role as observer. For five minutes the speaker elaborates on one of the ten topics. The listener uses effective listening and makes appropriate responses back to the speaker. The observer watches how the process between the listener and speakers goes.

Step 2: After the five-minute role play is completed; the speaker spends two minutes giving feedback to the listening partner on the effective listener skills used. Then the observer gives a two-minute feedback to the speaker as to how well the listening was done.

Step 3: After the first practice and feedback session, switch roles until all topics have been covered by all three participants in your small group.

Ten practice listening topics:

1. How I feel about the cost of food and drink in a hotel:
2. Complaint I have had about a meal.
3. My favourite place to eat.
4. My best holiday experience.
5. My ideal hospitality job.
6. My decision to participate in this training process.
7. What I dislike about role-play.
8. Learning to deal with my problems.
9. Listening to other people's deepest concerns and feelings.
10. What are the most important communicate skills needed in the hospitality industry.

© 2020 City and Guilds of London Institute. All rights reserved.