

Unit 203: Provide guest service

Activity 5: Road trip (Tutor)

Hospitality jobs are so busy that it can sometimes be difficult to pause and make sure we're all headed in the same direction.

This activity can help learners realise how easy it is to be busy without purpose. A minimum of six participants is recommended.

The exercise

This exercise is conducted in two rounds with a short debriefing after each round. This exercise works best with a minimum of six participants. You'll need a watch or a timer for this exercise.

Round 1

You have one minute to brainstorm items to take with you on a road trip. You are encouraged to work together in small groups.

Debrief 1

Start by asking how many items participants have on their list.

Discuss the importance of having a destination.

Round 2

Repeat round 1 but give participants a destination this time. Select a place that might be a realistic road trip destination based on your location.

Debrief 2

Discuss the differences between the lists from round 1 and 2. Typically, the lists are very similar, but there are a few key items on the round 2 list that are specific to the destination.

The key point is a destination influences important decisions.