Unit 201: Understanding the hospitality industry

# Sample lesson plan 2

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

 **Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_

**Lesson length:** 3 hours **Room:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Lesson topic:** The structure of the hospitality industry

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| **Aims**: By the end of the lesson the learner will know: * services provided at different types of hospitality establishments
* how departments contribute to the effective running of a hospitality establishment.
 | **Learning outcomes**: To enable learners to understand:* the structure of the hospitality industry.
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| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources**  |
| --- | --- | --- | --- | --- |
| 5 | Registration and welcome | Take register. |  |  |
| 15 | Recap previous session: Describe types of hospitality establishmentDescribe the types of business operations that are typically found in the hospitality industry | Discuss any follow up points or questions the learners may have from previous lesson. | Task learners to list on a white board:* 3 x top end restaurants
* 3 x chained restaurants
* 3 x five-star hotels
* 3 x local pubs

Then categories them into the different types of business operations. |  |
| 5 | Aims and objectives | Discuss the aims and objectives for the lesson.  | Learner discussion and Q&A. | Whiteboard |
| 10 | Introductory task 1: Know the structure of the hospitality industry | Outline the focus of the lesson to include: * services provided at different types of hospitality establishments
* how departments contribute to the effective running of a hospitality establishment.

Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit. | Learner discussion and Q&A. | Whiteboard |
| 20 | Introductory task 2: Identify services provided at different types of hospitality establishmentsDescribe how departments contribute to the effective running of a hospitality establishment | Put the learners into groups.Task groups to research and describe how a 5-star hotel operateswith the interaction of different departments. Set a time limit of 20 minutes. Discuss/fill gaps as a class. Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit | Using the white board, learners are in groups to research and describe how a 5-star hotel operates with the interaction of different departments.Individual groups to present their thoughts to the rest of the group.  | Whiteboard |
| 40 minutes | Main body of lesson: Structure of the hospitality industry | Group discussion about services provided at different types of hospitality establishmentsDeliver **PowerPoint Presentation 1: Know the structure of the hospitality industry** Discuss/fill gaps as a class. Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit. | Learner discussion and Q&A. | **PowerPoint Presentation 1**  |
| 30 | Main body of lesson: Hospitality services | Activity: Spilt the class into smaller groups. Ask them to identify what services a guest might require in the following scenarios:* A businessperson hosting a business lunch in a restaurant
* A family of five staying in a city centre hotel
* A wedding party for 100 people at a 5-star hotel
* A sport awards evening at a local hotel.

Set a time limit of 40 minutes. Discuss/fill gaps as a class. Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit. | Learners in groups to identify what services a guest might require in the following scenarios:* A businessperson hosting a business lunch in a restaurant
* A family of five staying in a city centre hotel
* A wedding party for 100 people at a 5-star hotel
* A sport awards evening at a local hotel.

Individual groups to present their thoughts to the rest of the group. | IT |
| 20 | Summary of session | **Activity 1: 1-minute paper**. Learners to summarise the services provided at different hospitality establishments covered in the lesson.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.**Set independent learning:** Using the internet, learners are to research what services a hotel would need to consider if delivering a charity dinner for 100 people. This should be completed independently and handed in to the tutor at the next session. | Learner discussion and Q&A. | Activity 1 |
| **How learning is to be measured:*** Oral questions and answers
* End of unit multiple choice exam (City and Guilds set)
* Completed worksheets and activities.

**Opportunities for embedding core skills:*** The use of research skills using IT
* Basic speaking and listening.
* Basic writing skills to include spelling.
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| **Homework/research work:** |
| **Lesson evaluation**  | * Was the lesson better than expected
* As expected
* Worse than expected
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| **Lesson evaluation/comments** |
| **Suggestions/modifications for next lessons** |