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. |

| **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 establishment  Describe 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 establishments  Describe 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 establishments  Deliver **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. | | | | | |
| **Homework/research work:** | | | | | |
| **Lesson evaluation** | | * Was the lesson better than expected * As expected * Worse than expected | | | |
| **Lesson evaluation/comments** | | | | | |
| **Suggestions/modifications for next lessons** | | | | | |