

## Unit 201: Understanding the hospitality industry

### Sample lesson plan 2

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

Tutor's name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Lesson length: 3 hours

Room: \_\_\_\_\_

Lesson topic: The structure of the hospitality industry

**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	<p>Recap previous session:</p> <p>Describe types of hospitality establishment</p> <p>Describe the types of business operations that are typically found in the hospitality industry</p>	<p>Discuss any follow up points or questions the learners may have from previous lesson.</p>	<p>Task learners to list on a white board:</p> <ul style="list-style-type: none"> <li>• 3 x top end restaurants</li> <li>• 3 x chained restaurants</li> <li>• 3 x five-star hotels</li> <li>• 3 x local pubs</li> </ul> <p>Then categories them into the different types of business operations.</p>	
5	Aims and objectives	Discuss the aims and objectives for the lesson.	Learner discussion and Q&A.	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
10	Introductory task 1: Know the structure of the hospitality industry	<p>Outline the focus of the lesson to include:</p> <ul style="list-style-type: none"> <li>• services provided at different types of hospitality establishments</li> <li>• how departments contribute to the effective running of a hospitality establishment.</li> </ul> <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>	Learner discussion and Q&A.	Whiteboard
20	<p>Introductory task 2: Identify services provided at different types of hospitality establishments</p> <p>Describe how departments contribute to the effective running of a hospitality establishment</p>	<p>Put the learners into groups. Task groups to research and describe how a 5-star hotel operates with the interaction of different departments. Set a time limit of 20 minutes. Discuss/fill gaps as a class.</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>Using the white board, learners are in groups to research and describe how a 5-star hotel operates with the interaction of different departments.</p> <p>Individual groups to present their thoughts to the rest of the group.</p>	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40 minutes	Main body of lesson: Structure of the hospitality industry	Group discussion about services provided at different types of hospitality establishments  Deliver <b>PowerPoint Presentation 1: Know the structure of the hospitality industry</b>  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.	<b>PowerPoint Presentation 1</b>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Main body of lesson: Hospitality services	<p>Activity: Split the class into smaller groups. Ask them to identify what services a guest might require in the following scenarios:</p> <ul style="list-style-type: none"> <li>• A businessperson hosting a business lunch in a restaurant</li> <li>• A family of five staying in a city centre hotel</li> <li>• A wedding party for 100 people at a 5-star hotel</li> <li>• A sport awards evening at a local hotel.</li> </ul> <p>Set a time limit of 40 minutes. Discuss/fill gaps as a class.</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>Learners in groups to identify what services a guest might require in the following scenarios:</p> <ul style="list-style-type: none"> <li>• A businessperson hosting a business lunch in a restaurant</li> <li>• A family of five staying in a city centre hotel</li> <li>• A wedding party for 100 people at a 5-star hotel</li> <li>• A sport awards evening at a local hotel.</li> </ul> <p>Individual groups to present their thoughts to the rest of the group.</p>	IT

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
20	Summary of session	<p><b>Activity 1: 1-minute paper.</b> Learners to summarise the services provided at different hospitality establishments covered in the lesson.</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> <p><b>Set independent learning:</b></p> <p>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.</p>	Learner discussion and Q&A.	<b>Activity 1</b>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
<p><b>How learning is to be measured:</b></p> <ul style="list-style-type: none"> <li>• Oral questions and answers</li> <li>• End of unit multiple choice exam (City and Guilds set)</li> <li>• Completed worksheets and activities.</li> </ul> <p><b>Opportunities for embedding core skills:</b></p> <ul style="list-style-type: none"> <li>• The use of research skills using IT</li> <li>• Basic speaking and listening.</li> <li>• Basic writing skills to include spelling.</li> </ul>				
<p><b>Homework/research work:</b></p>				
<p><b>Lesson evaluation</b></p>		<ul style="list-style-type: none"> <li>• Was the lesson better than expected</li> <li>• As expected</li> <li>• Worse than expected</li> </ul>		
<p style="text-align: center;"><b>Lesson evaluation/comments</b></p>				
<p style="text-align: center;"><b>Suggestions/modifications for next lessons</b></p>				