

Unit 201: Understanding the hospitality industry

Sample lesson plan 3

Course number: _____ Course title: _____

Tutor's name: _____ Date: _____ Time: _____ Lesson length: 4. hours Room: _____

Lesson topic: Know job roles in hospitality

<p>Aims:</p> <p>By the end of the lesson the learner will know:</p> <ul style="list-style-type: none"> • different job roles in hospitality. 	<p>Learning outcomes:</p> <p>To enable learners to understand:</p> <ul style="list-style-type: none"> • responsibilities of different job roles in the kitchen • responsibilities of different job roles in food and beverage service • responsibilities of different job roles in front of house service • responsibilities of different job roles in housekeeping.
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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: Know the structure of 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: <ul style="list-style-type: none"> • 3 x top end restaurants • 3 x chained restaurants • 3 x five-star hotels • 3 x local pubs. Then categorise them into the different types of business operations.	Whiteboard
30	Follow-up of pre-lesson preparation: Case study of a restaurant business that has failed, the reason why and the impact	Follow-up on independent learning task set in the previous session. Learners were to research what considerations/services a hotel would need to consider if delivering a charity dinner for 100 people. This was completed independently and handed in to the tutor at the next session. Ask learners to feed back and encourage Q&A session after each presentation.	Individual learners to present their findings to the rest of the group.	Activity 3
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: Understand job roles	<p>Outline the focus of the lesson to include:</p> <p>The job roles in:</p> <ul style="list-style-type: none"> • professional kitchens • food and beverage services • front of house • housekeeping . <p>Encourage Q&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 Handout 2
30	Introductory task 2: Job role responsibilities	<p>Split the class into smaller groups. Ask groups to list on a whiteboard or on the worksheet what responsibilities they think the following personnel have in a hospitality establishment:</p> <ul style="list-style-type: none"> • sous Chef • sommelier • concierge • room attendant. <p>Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit</p>	<p>List on a whiteboard or on the worksheet what responsibilities they think the following personnel have in a hospitality establishment:</p> <ul style="list-style-type: none"> • sous Chef • sommelier • concierge • room attendant <p>Select individual groups to present their thoughts to the rest of the group. Encourage Q&A session after each presentation.</p>	Whiteboard Worksheet 2 Activity 4

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
20	Main body of lesson: Job descriptions	<p>Put the learners into groups. Give each group job descriptions from different roles within a professional kitchen, food and beverage services, front of house and housekeeping and ask them to match what they believe the job roles is from reading the job descriptions/specs.</p> <p>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.</p>	<p>Give the groups job descriptions from different roles within:</p> <ul style="list-style-type: none"> • professional kitchens • food and beverage services • front of house • housekeeping <p>Learners are to match what they believe the job role is from reading the job descriptions/specs.</p> <p>Select individual groups to present their thoughts to the rest of the group. Encourage Q&A session after each presentation.</p>	Tutor-prepared resources: Job descriptions
60	Main body of lesson: Job roles	Deliver PowerPoint Presentation 2: Know job roles in hospitality.	Learner discussion and Q&A.	PowerPoint Presentation 2

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Main body of lesson: Job responsibilities	<p>Activity: Put the learners into groups and ask them to compare the difference in responsibilities of the following job roles:</p> <ul style="list-style-type: none"> • Commis chef working at a 3-star Michelin restaurant compared to a commis chef working in a school kitchen. • Waitress working at locally owned restaurant compared to a waitress working at a 1-star Michelin restaurant. • Receptionist working at a chain budget hotel compared to a receptionist working at a 5-star city hotel. <p>Set a time limit of 30 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.</p>	<p>Compare the difference in responsibilities of the following job roles:</p> <ul style="list-style-type: none"> • Commis chef working at a 3-star Michelin restaurant compared to a commis chef working in a school kitchen. • Waitress working at locally owned restaurant compared to a waitress working at a 1-star Michelin restaurant. • Receptionist working at a chain budget hotel compared to a receptionist working at a 5-star city hotel. <p>Select individual groups to present their thoughts to the rest of the group. Encourage Q&A session after each presentation.</p>	<p>Use of IT Equipment Whiteboard</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
10	Summary of session	<p>Activity 1: 1-minute paper. Learners to summarise the key job roles and responsibilities 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>Set independent learning:</p> <p>Worksheet 2 on job roles.</p>	Learner discussion and Q&A.	Activity 1

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
<p>How learning is to be measured:</p> <ul style="list-style-type: none"> • Oral questions and answers • End of unit multiple choice exam (City and Guilds set). <p>Opportunities for embedding core skills:</p> <ul style="list-style-type: none"> • The use of research skills using IT • Basic English speaking and listening • Basic writing skills to include spelling. 				
<p>Homework/research work:</p> <ul style="list-style-type: none"> • Worksheet 2 to be completed independently and handed in the tutor at the next session. 				
<p>Lesson evaluation</p>		<ul style="list-style-type: none"> • Was the lesson better than expected • As expected • Worse than expected 		
<p style="text-align: center;">Lesson evaluation/comments</p>				
<p style="text-align: center;">Suggestions/modifications for next lessons</p>				