

## Unit 202: Understand business success

### Sample lesson plan 11

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

Tutor's name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Lesson length: 2.5 hours Room: \_\_\_\_\_

**Lesson topic:** Operational efficiency, main costs and cost reduction in a hospitality business

**Aims:**

By the end of the session the learner will be able to:

- Describe ways to increasing operational efficiency and performance
- Identify the main costs associated with a hospitality business
- Identify ways to reduce costs in a hospitality business.

**Learning outcomes:**

To enable learners to:

- describe ways to increasing operational efficiency and performance
- identify the main costs associated with a hospitality business
- identify ways to reduce costs in a hospitality business.

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
2.5	Registration and welcome	Take register.		
2.5	Aims and objectives	Discuss the aims and objectives for the lesson.		
15	Recap previous session	Briefly recap on summary from previous class. Direct questions to the class, recalling knowledge from previous lesson. Discuss any follow-up points or questions the learners may have from previous lesson.		Whiteboard
20	Introduction task 1: Describe ways to increasing operational efficiency and performance	Activity: Split the class into smaller groups and ask them to list on a whiteboard what they think is meant by operational efficiency.  Select individual groups to present their thoughts to the rest of the group. Encourage Q&A session after each presentation.	List on the whiteboard examples of factors that affect operational efficiency.  Learner discussion and Q&A.	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
60	Main body of lesson: <ul style="list-style-type: none"> <li>• Identify the main costs associated with a hospitality business</li> <li>• Identify ways to reduce costs in a hospitality business</li> </ul>	Deliver <b>PowerPoint presentation 11</b>  Activity: Learners are tasked in small groups or individuals to develop a one-page information sheet titled 'creating sustainability', outlining ways and tips on how to reduce costs or usage of our resources within a hospitality business. Set a time limit of 30 minutes. Each group are to present to the rest of the class. Encourage Q&A session after each presentation	Listen Take notes  Design a one-page information sheet titled 'creating sustainability'.  Learner discussion and Q&A. Group discussion: Discuss and constructively feedback on the presentations and their content.	<b>PowerPoint Presentation 11</b>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Main body of lesson: <ul style="list-style-type: none"> <li>• Identify the main costs associated with a hospitality business</li> <li>• Identify ways to reduce costs in a hospitality business</li> </ul>	Activity: Split the class into smaller groups or individuals, ask them suggest ideas on how they would reduce staff costs in a restaurant.  Individual or group to present their ideas the rest of the group. Encourage Q&A session after each presentation.  Learners to complete <b>Worksheet 11</b>	Learners to discuss and constructively feedback on the presentations and their ideas on how they would reduce staff costs in a restaurant.  Complete <b>Worksheet 11</b>	Whiteboard  <b>Worksheet 11</b>
15	Summary of session	<p><b>Activity 1: 1-minute paper:</b> Learners to summarise the key points 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>	Learner discussion and Q&A.	

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
5	Next session	Explain Q&A	Listen	

<b>How learning is to be measured:</b>	
<ul style="list-style-type: none"> <li>• Oral questions and answers</li> <li>• Activities and worksheets</li> </ul>	
<b>Homework/research work:</b>	
<b>Lesson evaluation</b> (delete as appropriate)	<ul style="list-style-type: none"> <li>• Was the lesson better than expected</li> <li>• As expected</li> <li>• Worse than expected</li> </ul>
<b>Lesson evaluation/comments:</b>	
<ul style="list-style-type: none"> <li>• Was the lesson better than expected</li> <li>• As expected</li> <li>• Worse than expected</li> </ul>	
<b>Suggestions/modifications for next lessons:</b>	