Unit 202: Understand business success

# Sample lesson plan 12

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

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

**Lesson topic:** Ways of monitoring business financial performance

|  |  |
| --- | --- |
| **Aims**:  By the end of the session the learner will be able to:   * Outline ways of monitoring business financial performance. | **Learning outcomes**:  To enable learners to understand:   * ways of monitoring business financial performance. |

| **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. | Learner discussion and Q&A. | Whiteboard |
| 20 | 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 | Outline the focus of the lesson to include ways of monitoring business financial performance.  Activity: Split the class into smaller groups and ask them to list on a whiteboard how they would increase revenue within a hotel.  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.  Learners to list on the whiteboard how they would increase revenue within a hotel. | Whiteboard |
| 40 | Main body of lesson:  Explain ways of increasing revenue | Deliver **PowerPoint presentation 12**  Learners to complete **Worksheet 12** | Learner discussion and Q&A.  Complete **Worksheet 12** | **PowerPoint presentation 12**  **Handout 3** |
| 50 | Main body of lesson:  Outline ways of monitoring business financial performance | Task learners in groups or as individuals to research using the internet different ways of monitoring performance in the hospitality industry (suggest technology or software solutions that may help in the monitoring process).  Tutor to ensure financial analysis, performance reviews and customer satisfaction are researched: Set a time limit of 30 minutes. | Research using the internet different ways of monitoring performance in the hospitality industry. Present research findings. | Whiteboard  Template for activity report |
| 15 | Summary of session | Tutor-led summary of session.  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. | Learner discussion and Q&A. |  |

|  |  |
| --- | --- |
| **How learning is to be measured:**   * Oral questions and answers | |
| **Homework/research work:** | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments** | |
| **Suggestions/modifications for next lessons** | |