

Unit 202: Understand business success

Sample lesson plan 16

Course number: _____ Course title: _____

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

Lesson topic: The responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.

Aims:

- By the end of the session the learner will know the responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.

Learning outcomes:

To enable learners to understand:

- describe the responsibilities a hospitality business has to manage digital information
- identify the consequences of inappropriate use of digital communication technology.

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	<p>Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</p> <p>Discuss any follow-up points or questions the learners may have from previous lesson.</p>		

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Introduction task 1: <ul style="list-style-type: none"> • describe the responsibilities a hospitality business has to manage digital information • identify the consequences of inappropriate use of digital communication technology. 	<p>Outline the focus of the lesson to include the responsibilities a hospitality business has to manage digital information and the consequences of inappropriate use.</p> <p>Activity: Split the class into smaller groups or individuals, using Word or PowerPoint, ask them to design an information page outlining the responsibilities and consequences for inappropriate use of technology in a hospitality business.</p>	Design an information page using word or PowerPoint (uploaded photo/image of a hand-designed sheet can be used).	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
60	Main body of lesson	<p>Deliver PowerPoint Presentation 16:</p> <p>Activity: Task learners in small groups to use a communication technology/ conference call software (MS teams, Skype, Google hangouts) to present their information page, outlining the responsibilities a hospitality business has to manage digital information. Experience sharing screens and using video chat. Set a time limit of 40 minutes.</p> <p>Group discussion: Reflecting on the experience of the previous task, discuss the consequences of inappropriate use of digital communication technology are.</p>	<p>Listen</p> <p>Note take</p> <p>Discuss</p> <p>Use communication technology to present and discuss their information sheet.</p>	<p>PowerPoint Presentation 16</p> <p>Handout 5</p> <p>Whiteboard</p> <p>Media technology</p> <p>Internet</p> <p>Pen/pencil</p> <p>Notepad</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Summary of session	<p>Tutor-led summary of session</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>Complete Worksheet 16: Group question and answer session: Ask individual learners oral questions specific to the topic.</p>	Learner discussion and Q&A.	

How learning is to be measured:	
<ul style="list-style-type: none"> • Oral questions and answers • End of unit multiple choice exam (City & Guilds set) 	
Homework/research work:	
Lesson evaluation (delete as appropriate)	<ul style="list-style-type: none"> • Was the lesson better than expected • As expected • Worse than expected
Lesson evaluation/comments:	
Suggestions/modifications for next lessons:	