Unit 203: Provide guest service

# Sample lesson plan 1

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

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

**Lesson topic:** know the methods of communication when dealing with customers

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| **Aims**:   * By the end of the session the methods of communication when dealing with customers | **Learning outcomes**:  To enable learners to understand:   * methods of communication when dealing with customers. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
| --- | --- | --- | --- | --- |
| 5 | Registration and welcome | Take register. |  |  |
| 5 | Aims and objectives | Discuss the aims and objectives for the lesson. | Learner discussion and Q&A. | Whiteboard |
| 20 | Introduction task 1 | Outline the focus of the lesson to include the methods of communication when dealing with customers.  Split the class into smaller groups and ask learners to read **Handout 1**.  Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit. | Listen  Q&A.  Group to compare identified examples of communication from **Handout 1**. | Whiteboard  **Handout 1** |
| 50 | Main body of lesson:  Describe methods of communication when dealing with customers | Deliver **PowerPoint presentation 1**  Group activity: Tutor resourced video on active listening skills i.e. ‘How to be a great listener’ from YouTube: [**https://youtu.be/z\_-rNd7h6z8**](https://youtu.be/z_-rNd7h6z8)  Group discussion: Describe the importanceof active listening when communicating with each other. | Listen  Take notes  Watch video.  Learner discussion and Q&A. | PowerPoint presentation 1  Whiteboard  Media/laptop/screen  Pen/pencil  Notebook |
| 40 | Main body of lesson:  Describe methods of communication when dealing with customers | Task learners in groups of three to role play and practice active listening **Activity 3.** Set a time limit of 20 minutes. Discuss/fill gaps as a class.  Group discussion: Describe how the role play went, what challenges did each group experience. | Learner groups to present their cases studies and their findings to the rest of the group. | Whiteboard  **Activity 3** |
| 20 | Summary of session: | Activity 1: 1-minute paper. Learners to summarise the key learning covered in the lesson.  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. |  |
| 5 | Next session | Explain homework**:** Read **Handout 2** | **Read Handout 2.** | **Handout 2.** |

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| **How learning is to be measured**   * Oral questions and answers   **Opportunities for embedding core skills:**   * Basic speaking and listening * Basic writing skills to include spelling. | |
| **Homework/research work:**   * Using the **Handout 2** on basic phone etiquette, learners should familiarise themselves with the SOP for basic telephone etiquette, make a note of where they have heard a telephone answered using a similar SOP. This should be completed independently and handed in to the tutor at the next session. | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments** | |
| **Suggestions/modifications for next lessons** | |