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.
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| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources**  |
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| 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. | ListenQ&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. | ListenTake notesWatch video.Learner discussion and Q&A. | PowerPoint presentation 1 Whiteboard Media/laptop/screen Pen/pencilNotebook |
| 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.
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| **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.
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| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected
* As expected
* Worse than expected
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| **Lesson evaluation/comments** |
| **Suggestions/modifications for next lessons** |