

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

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 | <p>Outline the focus of the lesson to include the methods of communication when dealing with customers.</p> <p>Split the class into smaller groups and ask learners to read Handout 1.</p> <p>Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</p> | <p>Listen Q&A.</p> <p>Group to compare identified examples of communication from Handout 1.</p> | <p>Whiteboard</p> <p>Handout 1</p> |

| Timing (mins) | Work to be covered | Teaching activity/assessment | Learner activity | Resources |
|---------------|---|--|---|--|
| 50 | Main body of lesson: Describe methods of communication when dealing with customers | <p>Deliver PowerPoint presentation 1</p> <p>Group activity: Tutor resourced video on active listening skills i.e. 'How to be a great listener' from YouTube: https://youtu.be/z_-rNd7h6z8</p> <p>Group discussion: Describe the importance of active listening when communicating with each other.</p> | <p>Listen</p> <p>Take notes</p> <p>Watch video.</p> <p>Learner discussion and Q&A.</p> | <p>PowerPoint presentation 1</p> <p>Whiteboard</p> <p>Media/laptop/screen</p> <p>Pen/pencil</p> <p>Notebook</p> |
| 40 | Main body of lesson: Describe methods of communication when dealing with customers | <p>Task learners in groups of three to role play and practice active listening</p> <p>Activity 3. Set a time limit of 20 minutes. Discuss/fill gaps as a class.</p> <p>Group discussion: Describe how the role play went, what challenges did each group experience.</p> | <p>Learner groups to present their cases studies and their findings to the rest of the group.</p> | <p>Whiteboard</p> <p>Activity 3</p> |

| Timing (mins) | Work to be covered | Teaching activity/assessment | Learner activity | Resources |
|---------------|---------------------|---|-----------------------------|-------------------|
| 20 | Summary of session: | <p>Activity 1: 1-minute paper. Learners to summarise the key learning 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. | |
| 5 | Next session | Explain homework: Read Handout 2 | Read Handout 2. | Handout 2. |

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**