

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 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	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 Group discussion: Describe the importance of 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

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:	
<ul style="list-style-type: none"> 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)	<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	