Unit 203: Provide guest service

# Sample lesson plan 2

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

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

 **Lesson topic:** Principles of effective communication

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| **Aims**: * By the end of the session the learner will know the principles of effective communication.
 | **Learning outcomes**: To enable learners to:* describe the principles of effective communication
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| **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.  |  | Whiteboard |
| 10 | Recap previous session | Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson. | Listen.Q&A. |  |
| 15 | Follow-up of pre-lesson preparation | Review SOP activity from previous session. | Individual learners to present their example of where they heard a telephone etiquette SOP used before to the rest of the group. |  |
| 10 | Introduction task 1 | Outline the focus of the lesson to include the principles of effective communication.  | Learner discussion and Q&A. | Whiteboard |
| 60 | Main body of lesson:Describe the principles of effective communication | Deliver **PowerPoint presentation 2** Cultural awareness activity with reference to **Activity 4.**  | Learner discussion and Q&A. | PowerPoint presentation 2 **Activity 4**Flip chart paperMarkers |
| 30 | Main body of lesson:Describe the principles of effective communication | Group activity. Watch tutor resourced video on a front office inquiry i.e. ‘Front office: Inquiries by phone’ on YouTube: <https://www.youtube.com/watch?v=ijuRojiFlMs&feature=youtu.be>Group discussion: Identify what was poor practice and what was good practice. | Watch video and participate in discussion. | WhiteboardMedia Internet |
| 15 | 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. | **Activity 1** |
| 5 | Next session | Explain what next session will cover. | Q&A. |  |

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| **How learning is to be measured:*** Oral questions and answers
* **Activity 1**

**Opportunities for embedding core skills:*** Basic speaking and listening
* Basic writing skills to include spelling.
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| **Homework/research work:** |
| **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** |