

Unit 203: Provide guest service

Sample lesson plan 3

Course number: _____ Course title: _____

Tutor's name: _____ Date: _____ Time: _____ Lesson length: 2.5 hours Room: _____

Lesson topic: know the benefits of effective communication and how to overcome barriers to effective communication

<p>Aims:</p> <ul style="list-style-type: none"> • By the end of the session the learner will know how effective communication is used to benefit a hospitality establishment 	<p>Learning outcomes:</p> <p>To enable learners to:</p> <ul style="list-style-type: none"> • identify the benefits of effective communication • describe how to overcome barriers to 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.	Learner discussion and Q&A.	Whiteboard
10	Recap previous session	Briefly recap on summary from previous class, direct questions to the class recalling knowledge from previous lesson. Discuss any follow up points or questions the learners may have from previous lesson.		Whiteboard
15	Introduction task 1	Outline the focus of the lesson to include the benefits of effective communication and how to overcome barriers to effective communication. Using group discussion discuss experiences learners have encountered, read or heard about. Outline an example of where miscommunication has affected a situation.	Learner discussion and Q&A. List on the whiteboard examples of a situation where miscommunication has affected a situation.	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
50	Main body of lesson: <ul style="list-style-type: none"> • identify the benefits of effective communication • describe how to overcome barriers to effective communication. 	Deliver PowerPoint Presentation 3 Group activity to discover how to overcome barriers to effective communication. Pose the question: <i>'How would you better communicate with a guest who has limited English or hearing loss?'</i> display results on a whiteboard. Set a time limit of 20 minutes. Discuss/fill gaps as a class	Listen Take notes Q&A. Group discussion: Describe what they would do to better communicate with the guest who had limited English or hearing loss.	PowerPoint Presentation 3 Pen/pencil Notebook
40	Main body of lesson: <ul style="list-style-type: none"> • identify the benefits of effective communication • describe how to overcome barriers to effective communication. 	Task learners in groups to research and list using the internet a serious or funny example of mis understanding because of poor communication. Set a time limit of 20 minutes. Discuss/fill gaps as a class.	Learner groups to describe or show the example from the research identifying the serious or funny examples of mis-understanding due to poor communication.	Whiteboard Internet access

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>	Learner discussion and Q&A.	
5	Next session	Explain homework: Worksheet 1	Complete Worksheet 1	Worksheet 1

How learning is to be measured;

- Oral questions and answers

Opportunities for embedding core skills:

- The use of research skills using IT
- Basic speaking and listening
- Basic writing skills to include spelling.

Homework/research work

- Provide **Worksheet 1**

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	