

## Unit 203: Provide guest service

### Sample lesson plan 4

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

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

**Lesson topic:** The effect of customer service on hospitality establishments

**Aims:**

- By the end of the session the learner will know the effect of customer service on hospitality establishments.

**Learning outcomes:**

To enable learners to understand:

- different types of customers in the hospitality industry
- the principles of customer service
- factors that affect good customer service
- the effect of good customer service on stakeholders.

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.	Learner discussion and Q&A.	Whiteboard
10	Follow-up of pre-lesson preparation	Peer marking of <b>Worksheet 1</b> from previous session.  Encourage Q&A session.	Learner discussion and Q&A.  Peer mark <b>Worksheet 1</b> .	<b>Worksheet 1</b>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
10	Introduction task 1	<p>Outline the focus of the lesson to include the effect of customer service on hospitality establishments.</p> <p>Encourage Q&amp;A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</p> <p>Individual reading of <b>Handout 4</b>, identifying different types of customers in hospitality and from own experience list where they have received customer service,</p>	<p>Listen Q&amp;A.</p> <p>Read <b>Handout 4</b></p>	<p>Whiteboard</p> <p><b>Handout 4</b></p>
50	Main body of lesson	<p>Put the learners into groups and ask them to list an example of good customer service they have experienced, explaining what made it so good. Set a time limit of 30 minutes. Discuss/fill gaps as a class.</p>	<p>Group discussion: Describe the example of good customer service and the key points of what made it so good.</p>	

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40	Main body of lesson	Put the learners into groups. Each group to choose one perspective external customer or Internal customer and identify and list what a business should do to ensure or achieve customer service excellence to that customer. Set a time limit of 20 minutes.	Feedback on group activity.	Whiteboard
15	Summary of session	<p><b>Activity 1:</b> 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 using the internet: Factors that affect good customer service.		

**How learning is to be measured:**

- Oral questions and answers

**Opportunities for embedding core skills:**

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

**Homework/research work:**

Learners to research using the internet factors that affect good customer service, producing a one-page outline and list for next session, to be completed independently and handed in 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:**