

Unit 203: Provide guest service

Sample lesson plan 5

Course number: _____ Course title: _____

Tutor's name: _____ Date: _____ Time: _____ Lesson length: 3 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	<p>Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.</p> <p>Discuss any follow-up points or questions the learners may have from previous lesson.</p>		Whiteboard
20	Follow-up of pre-lesson preparation	<p>Review preparation task set in the previous session: Learners' research on factors that affect good customer service.</p> <p>Encourage Q&A session after each presentation.</p>	Individual learners to present their one-page to the rest of the group.	

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
15	Introduction task 1	<p>Outline the focus of the lesson to include the effect of customer service on hospitality establishments.</p> <p>Split the class into smaller groups and ask them to list on a whiteboard what they think are the different traits required for a front of house member of staff and a back of house member of staff. Are there any differences?"</p>	<p>Q&A.</p> <p>List on the whiteboard examples of different traits required for front of house staff and back of house staff. Are there any differences?</p>	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
50	<p>Main body of lesson:</p> <ul style="list-style-type: none"> identify different types of customers in the hospitality industry describe the principles of customer service describe factors that affect good customer service describe the effect of good customer service on stakeholders. 	<p>Deliver PowerPoint presentation 4</p> <p>Put the learners into groups of six or more and ask them to carry out the role play task 'productivity vs quality' – Activity 2</p> <p>Set a time limit of 30 minutes. Discuss/fill gaps as a class.</p>	<p>Take notes. Q&A.</p> <p>Group discussion: Describe the outcomes from the role play: Did quality improve? Was it at the cost of productivity?</p> <p>Complete Activity 2</p>	<p>PowerPoint presentation 4</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
50	<p>Main body of lesson:</p> <ul style="list-style-type: none"> identify different types of customers in the hospitality industry describe the principles of customer service describe factors that affect good customer service describe the effect of good customer service on stakeholders. 	<p>Task learners into groups of six or more to carry out the road trip task in Activity 5. Set a time limit of 30 minutes. Discuss/fill gaps as a class.</p>	<p>Group discussion: Discuss the importance of knowing where you are going and information to delivering customer service excellence.</p> <p>Complete Activity 5 road trip task.</p>	<p>Whiteboard Activity 5</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
20	Summary of session	<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: Worksheet 2		

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:

- **Worksheet 2**

Lesson evaluation
(delete as appropriate)

- Was the lesson better than expected
- As expected
- Worse than expected

Lesson evaluation/comments

Suggestions/modifications for next lessons