

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	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
20	Follow-up of pre-lesson preparation	Review preparation task set in the previous session: Learners' research on factors that affect good customer service. Encourage Q&A session after each presentation.	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>	<p>Whiteboard</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>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