

Unit 203: Provide guest service

Sample lesson plan 7

Course number: _____ Course title: _____

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

Lesson topic: Understand how guest issues are resolved by hospitality establishments

Aims:

By the end of the session the learner will understand how guest issues are resolved by hospitality establishments.

Learning outcomes:

To enable learners to understand:

- explain how guest issues are dealt with in hospitality establishments
- explain the benefits to stakeholders of dealing with guest issues effectively
- describe the methods for evaluating guest satisfaction.

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
2.5	Registration and welcome	Take register.		
2.5	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	Follow-up of pre-lesson preparation	Review of Handout 4 : Handling a guest issue. Encourage Q&A session.	Learner discussion and Q&A.	

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 how guest issues are resolved by hospitality establishments.</p> <p>Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit.</p> <p>Split the class into smaller groups and ask them to list how they would deal with an intoxicated guest at a hotel bar.</p>	<p>Learner discussion and Q&A.</p> <p>List on the whiteboard examples of how they would deal with an intoxicated guest at a hotel bar.</p>	Whiteboard

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40	<p>Main body of lesson:</p> <ul style="list-style-type: none"> • explain how guest issues are dealt with in hospitality establishments • explain the benefits to stakeholders of dealing with guest issues effectively • describe the methods for evaluating guest satisfaction. 	<p>Deliver PowerPoint presentation 6</p> <p>Put the learners into groups and ask them to identify and explain the best method for gauging guest satisfaction in a hospitality business.</p> <p>Set a time limit of 20 minutes. Discuss/fill gaps as a class.</p>	<p>Q&A.</p> <p>Group discussion: Describe the examples from the task identifying the best methods for gauging guest satisfaction in a hospitality business.</p>	<p>PowerPoint presentation 6</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40	Main body of lesson: <ul style="list-style-type: none"> • explain how guest issues are dealt with in hospitality establishments • explain the benefits to stakeholders of dealing with guest issues effectively • describe the methods for evaluating guest satisfaction. 	Task learners in groups with designing a questionnaire to measure guest satisfaction for either a guest comment card or online/social media. Set a time limit of 20 minutes.	Completed questionnaire. Each learner group are to present to the rest of the class. Group discussion: Explain the reasoning behind the design and questions in each example (what are they trying to measure and how?)	Whiteboard
15	Worksheet 3: Understand how guest issues are resolved by hospitality establishments	End of session worksheet	Complete Worksheet 3	Worksheet 3

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
10	Summary of session	<p>Tutor-led summary of session.</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.	

How learning is to be measured

- Oral questions and answers
- End of unit multiple choice exam (City and Guilds set)

Opportunities for embedding core skills:

- Basic speaking and listening
- Basic writing skills to include spelling.

Homework/research work:

Lesson evaluation

(delete as appropriate)

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

Lesson evaluation/comments:

Suggestions/modifications for next lessons: