Unit 205: Professional workplace standards

# Sample lesson plan 5

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

**Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Lesson length:** 5 hours **Room:** \_\_\_\_\_\_\_\_\_\_\_

**Lesson topic:** Be able to work as part of a team

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| **Aims**:   * By the end of the session the learner will be able to work as part of a team. | **Learning outcomes**:  To enable learners to:   * use communication devices to undertake their role * work effectively with others to achieve targets * respond to feedback from others to improve service standards. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
| --- | --- | --- | --- | --- |
| 5 mins | Registration and welcome | Take register. |  |  |
| 10 mins | Aims and objectives | Discuss the aims and objectives for the lesson. | Learner discussion and Q&A. | Whiteboard |
| 20 mins | 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 |
| 35 mins | Follow-up of pre-lesson preparation | Review preparation task set in the previous session, learner to research using the internet an example of a ‘fake review’ on a hospitality business.  Encourage Q&A session. | Learner discussion and Q&A.  Present examples from pre-work. |  |
| 20 mins | Introduction task 1 | Outline the focus of the lesson to include how guest issues are resolved by hospitality establishments.  Encourage Q&A and discussion in order to engage and develop ideas and thinking which will help with the completion of this unit. | Learner discussion and Q&A. | Whiteboard |
| 30 mins | Introduction task 2 | Split the class into smaller groups and ask them to list on a whiteboard the different technologies used to communicate in the workplace, including apps and social media platforms. | List on the whiteboard examples of the different technologies used to communicate in the workplace, including apps and social media platforms. | Whiteboard |
| 60 mins | Main body of lesson | Deliver **PowerPoint presentation 5:**  Work as part of a team | Learner discussion and Q&A. | **PowerPoint presentation** |
| 40 mins | Main body of lesson | Put the learners into groups and ask them to carry out the role play task in Activity 5.  Set a time limit of 30 minutes. Discuss/fill gaps as a class**.** | Carry out **Activity 5**  Group discussion: Discuss and describe the outcomes from the task. | Whiteboard  **Activity 5** |
| 40 mins | Main body of lesson | Task learners in groups to use social media platforms to find examples of two positive customer reviews and two negative customer reviews from the hospitality industry, focusing on examples where the establishment has responded to the feedback. Encourage learners to use text and pictures. Set a time limit of 30 minutes.  Discuss/fill gaps as a class.  Encourage Q&A session after each presentation. | Learners in groups to use social media platforms to find examples of two positive customer reviews and two negative customer reviews from the hospitality industry, focusing on examples where the establishment has responded to the feedback. Each learner group are to present to the rest of the class.  Group discussion: Discuss the value of feedback and its contribution to continuous improvement. | Whiteboard |
| 10 mins | Main body of lesson | Introduce **Worksheet 2** to be completed independently and handed in the tutor at the end of session. | Worksheet 2 to be completed independently and handed in the tutor at the end of session. | Worksheet 2 Work as part of a team, |
| 30 mins | Summary of session | **Activity 2**: 1-minute paper: Learners to summarise the key points covered in the lesson. Encourage peer to peer reflection and feedback on the exercise. Direct the discussion, and identify any points not picked up by the learners  Group question and answer session: Ask individual learners oral questions specific to the topic. | Complete **Activity 2.**  Q&A. | **Activity 2** |

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| **How learning is to be measured:**   * Oral questions and answers * End of unit synoptic assignment externally set, internally marked and externally moderated (City & Guilds set)   **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** to be completed interdependently. | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments**   * Was the lesson better than expected * As expected * Worse than expected | |
| **Suggestions/modifications for next lessons:** | |