

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

<p>Aims:</p> <ul style="list-style-type: none"> • By the end of the session the learner will be able to work as part of a team. 	<p>Learning outcomes:</p> <p>To enable learners to:</p> <ul style="list-style-type: none"> • use communication devices to undertake their role • work effectively with others to achieve targets • respond to feedback from others to improve service standards.
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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.	

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
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

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
40 mins	Main body of lesson	<p>Put the learners into groups and ask them to carry out the role play task in Activity 5.</p> <p>Set a time limit of 30 minutes.</p> <p>Discuss/fill gaps as a class.</p>	<p>Carry out Activity 5</p> <p>Group discussion: Discuss and describe the outcomes from the task.</p>	<p>Whiteboard</p> <p>Activity 5</p>
40 mins	Main body of lesson	<p>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.</p> <p>Discuss/fill gaps as a class.</p> <p>Encourage Q&A session after each presentation.</p>	<p>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.</p> <p>Group discussion: Discuss the value of feedback and its contribution to continuous improvement.</p>	<p>Whiteboard</p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
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	<p>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</p> <p>Group question and answer session: Ask individual learners oral questions specific to the topic.</p>	<p>Complete Activity 2.</p> <p>Q&A.</p>	Activity 2

<p>How learning is to be measured:</p> <ul style="list-style-type: none"> • Oral questions and answers • End of unit synoptic assignment externally set, internally marked and externally moderated (City & Guilds set) <p>Opportunities for embedding core skills:</p> <ul style="list-style-type: none"> • The use of research skills using IT • Basic English speaking and listening • Basic writing skills to include spelling. 	
<p>Homework/research work:</p> <ul style="list-style-type: none"> • Worksheet 2 to be completed interdependently. 	
<p>Lesson evaluation (delete as appropriate)</p>	<ul style="list-style-type: none"> • Was the lesson better than expected • As expected • Worse than expected
<p>Lesson evaluation/comments</p> <ul style="list-style-type: none"> • Was the lesson better than expected • As expected • Worse than expected 	
<p>Suggestions/modifications for next lessons:</p>	