Unit 304: Contribute to the guest experience

# Sample lesson plan 1

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

**Tutor’s name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Time:** \_\_\_\_\_\_\_\_\_\_\_\_\_ **Lesson length:** 13.5 hours **Room:** \_\_\_\_\_\_\_\_\_\_\_

**Lesson topic:** Impact of the kitchen on guest satisfaction

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| **Aims**:   * To gain an awareness of guest expectations * To develop an understanding of the guest issues that impact on the kitchen * To gain an understanding of how guests satisfaction levels can be gathered for the kitchen * To develop an understanding of the benefits of positive guest satisfaction to the kitchen * To gain an understanding of how a chef de partie can maximise guest satisfaction. | **Learning outcomes**:  To enable learners to:   * identify guest expectations * describe types of guest issues that impact on the kitchen and food operations * describe the methods the kitchen can use for gathering guest satisfaction levels * explain the benefits of positive guest satisfaction to a professional kitchen * explain actions that the chef de partie can take to maximise guest satisfaction. |

| **Timing (mins)** | **Work to be covered** | **Teaching activity/assessment** | **Learner activity** | **Resources** |
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| 3 hours | Guest expectations | Facilitate class discussion on what is meant by:  - guest expectations  - customer needs.  Present **PowerPoint 1** on customer needs and expectations.  Introduce individual **Activity 1** – questionnaires.  Introduce small group **Activity 2** to share results from questionnaires.  Facilitate discussion on questionnaire results to consolidate learning on guest expectations.  Issue **Handouts 1 and 2.** | Listen and ask questions.  Participate in class discussions.  Complete **Activity 1** independently.  Share ideas on customer needs and expectations.  Contribute to group activities.  Share questionnaire results.  Read **Handouts 1 and 2**. | PowerPoint presentation 1  Handout 1 and 2  Activities 1 and 2 |
| 2.5 hours | Guest issues that impact on the kitchen | Introduce small group **Activity 3** on guest issues to establish:   * why they occur * frequency * impact on the business.   Introduce individual **Activity 4** identifying how guest issues can be:   * prevented * resolved * pre-empted.   Facilitate class discussion to share ideas on dealing with guest issues. | Listen and ask questions.  Participate in class discussions.  Complete **Activities 1 and 2** independently.  Share ideas for on legislations and responsibilities.  Contribute to group activities. | PowerPoint presentation 1  Activities 3 and 4 |
| 3 hours | Methods used to gather guest satisfaction levels | Facilitate class discussion on gathering guest satisfaction levels.  Introduce small group **Activity 5** – methods for gathering guest satisfaction levels.    Facilitate class discussion to establish suitable methods.  Present **PowerPoint 1** on methods for gathering satisfaction levels.  Introduce individual **Activity 6** – design and implement a questionnaire.    Introduce individual **Activity 7** – gathering verbal feedback. | Listen and ask questions.  Participate in class discussions.  Complete **Activities 5, 6, and 7**.  Share ideas for on gathering guest satisfaction levels. | PowerPoint presentation 1  Handout 3  **Activities 5, 6 and 7** |
| 2.5 hours | Benefits of positive guest satisfaction | Facilitate class discussion on the benefits of positive guest satisfaction:  - to the business - to the kitchen team  - to the customers.  Present **PowerPoint 1** on benefit of positive guest satisfaction.  Introduce individual **Activity 8** – analysing data on guest satisfaction to establish benefits.  Introduce small group activity to collate data and feedback to be displayed. | Listen and ask questions.  Participate in class discussions.  Complete **Activity 8.**  Share ideas for on benefits of positive satisfaction levels. | PowerPoint presentation 1  **Activity 8** |
| 2.5 hours | Actions a chef de patie can take to maximise guest satisfaction | Facilitate class discussion on maximising guest satisfaction.  Present **PowerPoint 1** on actions to maximise satisfaction levels.  Introduce individual **Activity 9** – matching actions.  Introduce individual **Activity 10** – maximising satisfaction levels scenarios.  Facilitate sharing of ideas to consolidate learning and understanding of maximising satisfaction levels  Issue **Worksheet 1**. | Listen and ask questions.  Participate in class discussions.  Complete **Activities 9 and 10** independently.  Share ideas for on actions to maximise guest satisfaction.  Complete **Worksheet 1.** | PowerPoint presentation 1  **Activity 9 and 10**  **Worksheet 1** |

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| **How learning is to be measured:**   * Q&A during the session * Completion of **Activities 1–10** and **Worksheet 1.** | |
| **Homework/research work:**   * Review **Worksheet 1** and class notes. * Read **Handouts 1–3** to reinforce learning and understanding of the impact of the kitchen on guest satisfaction. | |
| **Lesson evaluation** (delete as appropriate) | * Was the lesson better than expected * As expected * Worse than expected |
| **Lesson evaluation/comments:** | |
| **Suggestions/modifications for next lessons:** | |