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

|  |  |
| --- | --- |
| **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**  |
| --- | --- | --- | --- | --- |
| 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 1Handout 1 and 2Activities 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 1Activities 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 1Handout 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 levelsIssue **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** |

|  |
| --- |
| **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:** |