

## Unit 304: Contribute to the guest experience

### Sample lesson plan 1

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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	<p>Facilitate class discussion on what is meant by:</p> <ul style="list-style-type: none"> <li>- guest expectations</li> <li>- customer needs.</li> </ul> <p>Present <b>PowerPoint 1</b> on customer needs and expectations.</p> <p>Introduce individual <b>Activity 1</b> – questionnaires.</p> <p>Introduce small group <b>Activity 2</b> to share results from questionnaires.</p> <p>Facilitate discussion on questionnaire results to consolidate learning on guest expectations.</p> <p>Issue <b>Handouts 1 and 2</b>.</p>	<p>Listen and ask questions.</p> <p>Participate in class discussions.</p> <p>Complete <b>Activity 1</b> independently.</p> <p>Share ideas on customer needs and expectations.</p> <p>Contribute to group activities.</p> <p>Share questionnaire results.</p> <p>Read <b>Handouts 1 and 2</b>.</p>	<p><b>PowerPoint presentation 1</b></p> <p><b>Handout 1 and 2</b></p> <p><b>Activities 1 and 2</b></p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
2.5 hours	Guest issues that impact on the kitchen	<p>Introduce small group <b>Activity 3</b> on guest issues to establish:</p> <ul style="list-style-type: none"> <li>- why they occur</li> <li>- frequency</li> <li>- impact on the business.</li> </ul> <p>Introduce individual <b>Activity 4</b> identifying how guest issues can be:</p> <ul style="list-style-type: none"> <li>- prevented</li> <li>- resolved</li> <li>- pre-empted.</li> </ul> <p>Facilitate class discussion to share ideas on dealing with guest issues.</p>	<p>Listen and ask questions.</p> <p>Participate in class discussions.</p> <p>Complete <b>Activities 1 and 2</b> independently.</p> <p>Share ideas for on legislations and responsibilities.</p> <p>Contribute to group activities.</p>	<p><b>PowerPoint presentation 1</b></p> <p><b>Activities 3 and 4</b></p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
3 hours	Methods used to gather guest satisfaction levels	<p>Facilitate class discussion on gathering guest satisfaction levels.</p> <p>Introduce small group <b>Activity 5</b> – methods for gathering guest satisfaction levels.</p> <p>Facilitate class discussion to establish suitable methods.</p> <p>Present <b>PowerPoint 1</b> on methods for gathering satisfaction levels.</p> <p>Introduce individual <b>Activity 6</b> – design and implement a questionnaire.</p> <p>Introduce individual <b>Activity 7</b> – gathering verbal feedback.</p>	<p>Listen and ask questions.</p> <p>Participate in class discussions.</p> <p>Complete <b>Activities 5, 6, and 7</b>.</p> <p>Share ideas for on gathering guest satisfaction levels.</p>	<p><b>PowerPoint presentation 1</b></p> <p><b>Handout 3</b></p> <p><b>Activities 5, 6 and 7</b></p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
2.5 hours	Benefits of positive guest satisfaction	<p>Facilitate class discussion on the benefits of positive guest satisfaction:</p> <ul style="list-style-type: none"> <li>- to the business</li> <li>- to the kitchen team</li> <li>- to the customers.</li> </ul> <p>Present <b>PowerPoint 1</b> on benefit of positive guest satisfaction.</p> <p>Introduce individual <b>Activity 8</b> – analysing data on guest satisfaction to establish benefits.</p> <p>Introduce small group activity to collate data and feedback to be displayed.</p>	<p>Listen and ask questions.</p> <p>Participate in class discussions.</p> <p>Complete <b>Activity 8</b>.</p> <p>Share ideas for on benefits of positive satisfaction levels.</p>	<p><b>PowerPoint presentation 1</b></p> <p><b>Activity 8</b></p>

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
2.5 hours	Actions a chef de patie can take to maximise guest satisfaction	<p>Facilitate class discussion on maximising guest satisfaction.</p> <p>Present <b>PowerPoint 1</b> on actions to maximise satisfaction levels.</p> <p>Introduce individual <b>Activity 9</b> – matching actions.</p> <p>Introduce individual <b>Activity 10</b> – maximising satisfaction levels scenarios.</p> <p>Facilitate sharing of ideas to consolidate learning and understanding of maximising satisfaction levels</p> <p>Issue <b>Worksheet 1</b>.</p>	<p>Listen and ask questions.</p> <p>Participate in class discussions.</p> <p>Complete <b>Activities 9 and 10</b> independently.</p> <p>Share ideas for on actions to maximise guest satisfaction.</p> <p>Complete <b>Worksheet 1</b>.</p>	<p><b>PowerPoint presentation 1</b></p> <p><b>Activity 9 and 10</b></p> <p><b>Worksheet 1</b></p>

#### 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:**