

Chapter 8

Lesson Plan 2: Guest Services

Lesson: Guest Services		
Time	Instructions	Materials Needed
Learning Objectives	identify and explain our customer service philosophy.	Pg. 1 content
Activities	Students read through the text and answer the questions.	Workbook/content
Wrap Up/ Reflection	Go through the activity sheet and complete the discussion.	Write in workbook
Assessment	Demonstrate: Complete the case studies and quiz.	Quiz
Notes & Check for Understanding		