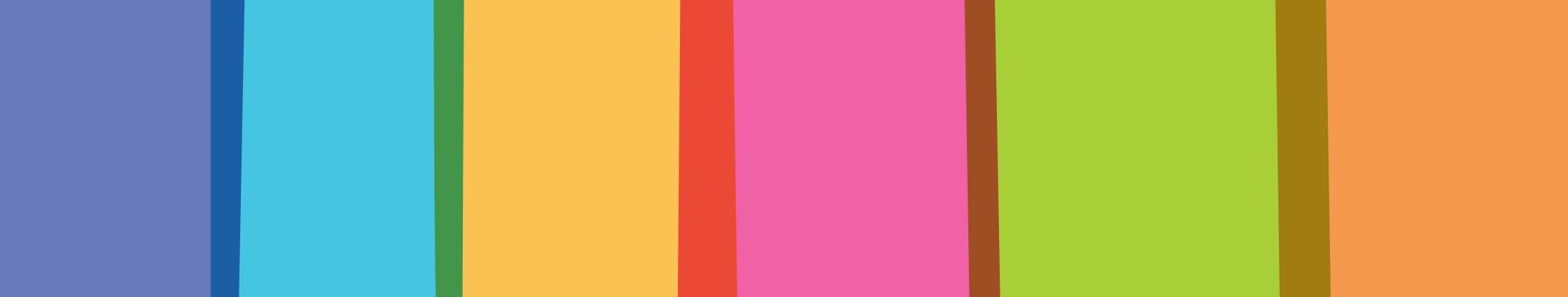





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- [Redacted]
- › Understand the workings of the Hospitality industry
  - › Be able to identify what a hotel porter is and what their role involves
  - › Practice and develop skills directly related to being a hotel porter
  - › Life skills
  - › Develop employability skills for future employment
  - › Hold employee encounters virtual and face to face
  - › Acquire and develop an appropriate vocabulary in writing and spoken language
  - › Listen to and understand spoken language and use spoken Standard English whenever and wherever appropriate.

- [Redacted]
- › Listening
  - › Speaking
  - › Problem solving
  - › Staying positive
  - › Teamwork
  - › Creativity
  - › Aiming High

- [Redacted]
- › Career/job
  - › Employment
  - › Hotel
  - › Porter
  - › Routine
  - › Customer/guest

- [Redacted]
- › Computer- internet access
  - › Paper and pens
  - › PPE
  - › Reception within
- 



A	L	



## SESSION 2:

A	L O.	D & R
<p>The hotel porter as mentioned in the previous lesson, in many cases, is the first person to greet the guest at the hotel.</p> <ol style="list-style-type: none"><li>1. See if the students can make a list of 5 things as a guest you would want to see from this initial meeting. We are looking for something around the following:<ul style="list-style-type: none"><li>- well presented, uniform clean and neat</li><li>- polite, welcoming sir/madam</li><li>- smiles all around</li><li>- willing to help straight away, holding the door, bringing the bags</li><li>- informative, where do they go next?</li></ul></li><li>2. Watch the <a href="#">greeting video</a></li><li>3. Practice the meet and greet, you could do this by setting up a welcome makeshift hotel door with a classroom door or entrance to the school. Your students can take it in turn to welcome each other, collect bags and take them to the reception desk. You can extend this to a restaurant greeting and welcoming someone to their table.</li></ol> <p>Working as a team/group see if the students can suggest what a warm welcome would look and sound like? The students could draw out what this would look like.</p> <p>Play the <a href="#">video clip</a>, see if the students react differently to each welcome type, if possible they could signal if they like or dislike the sounds. Clips are quick so you may have to pause the video.</p>	<ul style="list-style-type: none"><li>➤ The understanding of what the students think is professional and polite when being greeted</li><li>➤ The identification of what is involved in a good greeting</li><li>➤ To work with teams to role play greeting each other.</li></ul>	<ul style="list-style-type: none"><li>➤ Internet access</li><li>➤ Paper and Pens</li><li>➤ <a href="#">Video</a></li><li>➤ Reception within school or a makeshift reception</li><li>➤ <a href="#">Welcome sounds</a></li></ul>



