

Lesson Observation

Teacher	John Howells
Date	23.01.2019
Group	
Topic/Context	MARKETING ESSENTIALS.
Notes on the lesson:	
ESSENTIAL HOTEL MARKETING STRATEGIES AND KEY SKILLS. INTRODUCTION TO UNDERSTANDING THE OPTIONS AVAILABLE FOR EFFECTIVE SALES AND MARKETING OPPORTUNITIES TO BE MAXIMISED IMPORTANCE OF MARKETING FOR THE HOTEL INDUSTRY. OVERVIEW OF DIGITAL MARKETING OPPORTUNITIES AND HOW BEST TO REACH CUSTOMERS ON AN ONLINE PLATFORM.	
What I have learned:	
EFFECTIVE DELIVERY OF CONTENT, MONITORING ENGAGEMENT AND UNDERSTANDING BY CREATIVE USE OF QUESTIONING TECHNIQUES TO PROMOTE DISCUSSION. GOOD LESSON PLANNING TO ENSURE THAT CONTENT IS COVERED THOROUGHLY WHILST LEAVING SUFFICIENT TIME FOR AUDIENCE QUESTIONING AND PARTICIPATION. USE OF POWERPOINT IMAGES TO MAINTAIN INTEREST AND SUPPORT RETENTION OF INFORMATION PRESENTED.	
Targets to improve my own practice:	
DEVELOP CREATIVE AND INTERESTING WAYS TO PROMOTE PARTICIPATION AND DISCUSSION. TIME MANAGEMENT AND PLANNING. IMPROVE AND EXTEND USE OF TECHNOLOGY TO INCLUDE POWERPOINT AND VIDEO CONTENT.	

Lesson Observation

Teacher	John Howells
Date	12.12. 2018
Group	
Topic/Context	BUSINESS SKILLS FOR IHM.
Notes on the lesson:	
KEY SKILLS, ATTRIBUTES AND ATTITUDES NECESSARY FOR ENSURING CUSTOMER SATISFACTION, INCLUDING COMPUTER SKILLS, INTERPERSONAL AND LEADERSHIP SKILLS, ORGANISATION OF TASKS, TEAMWORK, SAFETY AND HYGIENE ISSUES. AND THE IMPORTANCE OF THOROUGHNESS AND ENTHUSIASM.	
What I have learned:	
HOW TO MONITOR PROGRESS AND UNDERSTANDING DURING THE LESSON TO MAKE SURE THE LEARNING OBJECTIVES ARE MET BY ASKING QUESTIONS, ENCOURAGING STUDENT PARTICIPATION AND DISCUSSION. CLEAR AND LOGICAL PRESENTATION OF KEY POINTS, SUPPORTED BY RELEVANT RESEARCH.	
Targets to improve my own practice:	
USE OF FEEDBACK AND SETTING TARGETS TO MONITOR PROGRESS AND ACHIEVEMENT OF LEARNING OBJECTIVES. IMPROVED USE OF TECHNOLOGY TO SUPPORT PRESENTATION OF SUBJECT MATTER.	

Lesson Observation

Teacher	DEBARAH JENKINS
Date	14.03.2019
Group	
Topic/Context	HOSPITALITY & GUEST SERVICES LECTURE.
Notes on the lesson:	
ROLE AND IMPORTANCE OF HOSPITALITY AND GUEST SERVICES IN THE LEISURE, EVENTS, TRAVEL & TOURISM INDUSTRIES GUEST SERVICES TRAINING STANDARDS AND OPERATIONAL PRACTICES. EVALUATION OF GUEST SERVICES RE CHANGING CONSUMER DEMANDS.	
What I have learned:	
IMPORTANCE OF HAVING ACCURATE KNOWLEDGE OF SUBJECT AND OF GOOD LESSON PLANNING IN PREPARATION FOR TEACHING SESSIONS. CLEAR OUTLINE OF MATERIAL PRESENTED WITH SUMMARY AT END. EFFECTIVE USE OF RESEARCH PROJECTS.	
Targets to improve my own practice:	
IMPROVE INTRODUCTION TO SESSION IN ORDER TO ENGAGE AUDIENCE MORE. ENCOURAGE AUDIENCE PARTICIPATION TO A GREATER EXTENT TO CREATE VARIETY AND ALSO CHECK PROGRESS TIME MANAGEMENT SO THAT MATERIAL IS PRESENTED CLEARLY AND THAT THE LESSON RUNS TO TIME, INCLUDING SUFFICIENT TIME FOR QUESTIONS.	