

UN3E301



PASSPORT TO HOSPITALITY

UNIT 3: GROUNDS & MAINTENANCE

ELEMENT 3:

HOTEL MAINTENANCE



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ELEMENT 3: HOTEL MAINTENANCE

DURATION: 5+ WEEKS

YEAR GROUP: KS5 (YEAR 12/13)

STUDENTS WILL:

- > Introduction to basic Hotel Maintenance
- > Health and safety in the workplace
- > Develop life skills
- > Develop employability skills for future employment
- > Hold employee encounters virtual and face to face
- > Acquire and develop an appropriate vocabulary in written and spoken English
- > Listen to and understand spoken language and use spoken Standard English whenever and wherever appropriate.

ADDITIONAL NEEDS:

- > Class teachers to differentiate according to need
- > Task variation also included as a suggested activity.

NOCN QUALIFICATION

NOCN links:

Health and Safety and Food Hygiene in Catering K/650/0910

- > Learning Outcome 1

You can gather evidence through photos, practical activities, teacher observation and assessment.

SKILLS USED FROM SKILLS BUILDER:

- > Listening
- > Speaking
- > Problem solving
- > Staying positive
- > Teamwork
- > Creativity

KEY WORDS:

- > Maintenance
- > Employment
- > Tools
- > Health and safety

RESOURCES FOR ALL LESSONS:

- > Computer - internet access
- > Paper and pens
- > Activity worksheets
- > Lamp
- > Lightbulb
- > Remote
- > Batteries
- > PAT testing label
- > Other electrical items to check label
- > **UN3E302** - Maintenance check list
- > **UN3E303**- Broken or fixed
- > **UN3E304 & UN3E305** Health and Safety Sign work sheet x2 activity
- > **UN3E306**- Health and Safety worksheet and wordsearch
- > **UN3E307**- Spot the hazards
- > **UN3E308**- Introduction to Health and Safety at Work Act
- > **UN3E309**- How to change a light bulb
- > **UN3E3010**- How to change batteries
- > **UN3E3011**- Hotel maintenance job description



SESSION 1: INTRODUCTION TO BASIC HOTEL MAINTENANCE



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Starting to think about all the things that need maintaining within a hospitality setting, specifically within a hotel room.</p> <ol style="list-style-type: none"> 1. Ask the students to list things in a hotel room that they may think might need looking after or checking, also thinking health and safety. 2. Look at the following points (see check list) to see if the students picked any. 3. Watch the video to see how a hotel room is checked ready for it guests - up to about 8 mins, then he starts rambling 4. If possible, see if the students can work through the checklist to check the classroom or staff room etc. <p>TASK VARIATION: working with the flash card show the pictures to the students to see if they can highlight those things that are broken or fixed. If they are broken find out why they think they are broken?</p> <p>PMLD TASK VARIATION: if possible, find objects that could be found in a hotel room for the students to feel, it could be a tap in the bathroom, a towel, a small shower gel bottle, a shower cap, a phone, curtains. Hopefully these things can be found within the school or brought in from home.</p>	<ul style="list-style-type: none"> ➤ Understanding of what should be expected in a hotel room ➤ To be able to follow a check list and identify if something is broken or not. ➤ Speaking ➤ Listening ➤ Teamwork ➤ Problem solving 	<ul style="list-style-type: none"> ➤ Internet access ➤ Pen and paper ➤ Flashcards: <ul style="list-style-type: none"> - UN3E302- Maintenance check list - UN3E303- Broken or fixed



SESSION 2/3: INTRODUCTION TO HEALTH AND SAFETY



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>This unit is a great opportunity to have a deeper look it the world of health and safety.</p> <ol style="list-style-type: none"> 1. Watch this Health and safety intro video 2. Nice YouTube channel on short health workplace videos 3. Health and safety sign activity or/both health and safety word search and activity. 4. Introduction to health and safety at work act, follow the activity. 5. Spot the hazard pictures, ask the students to spot or circle the hazards in the various pictures. 6. Introduction to health and safety- additional if you want it. (could also look at doing a LV2 qualification) Or alternatively Follow this online 4 unit course on an introduction to health and safety 7. Link what has been learnt to hospitality by watching the following video, Hospitality Health and Safety video <p>TASK VARIATION: Draw a poster on how to keep yourself safe, the students could be tasked with colouring the dangers with Red.</p> <p>PMLD TASK VARIATION: Follow the link to select and play different warning sounds to the students, see if there is any reaction or if they dislike the sounds.</p>	<ul style="list-style-type: none"> ➤ Introduction to what health and safety is ➤ To understand how to keep yourself safe at work ➤ To understand and identify a hazard ➤ Speaking ➤ Listening ➤ Problem solving <p>NOCN links: Health and Safety and Food Hygiene in Catering K/650/0910</p> <ul style="list-style-type: none"> ➤ Learning Outcome 1 	<ul style="list-style-type: none"> ➤ Internet access ➤ Paper and pens ➤ Level 1 course ➤ UN3E304 & UN3E305 Health and Safety Sign work sheet x2 activity ➤ UN3E306- Health and safety worksheet and wordsearch ➤ UN3E307- Spot the hazards ➤ UN3E308- Introduction to health and safety at work act



SESSION 4/5/6: BASIC HOTEL MAINTENANCE



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<ol style="list-style-type: none"> 1. Watch: How to change a light bulb If possible, get the student to work in pairs to change a light bulb in a lamp 2. Watch: How to change batteries in a TV remote If possible, get the students to work in pairs to change batteries in something electrical 3. You could also talk about PAT testing and how to check a label Watch the video on what is PAT testing (first few mins) 4. Then get the students to look at an electrical item in school to read the PAT Test label, looking for, matching serial numbers, if it passed and the date hasn't expired. <p>TASK VARIATION: See if the students can use the flash cards to inform you 'How To' to talk the teachers through the process of changing batteries and a light bulb.</p> <p>PMLD TASK VARIATION: Collect a remote, batteries (different types), lightbulb (different types of bulb), any other items that could be easily used to fix things or need fixing. Allow the students to feel the different in shape and sizes.</p>	<ul style="list-style-type: none"> ➤ Understand basic maintenance ➤ Understand how this can be useful within a home/life skill setting ➤ Understand what PAT testing is ➤ Understand the importance of looking after the hotel/your home 	<ul style="list-style-type: none"> ➤ Internet access ➤ Lamp ➤ Lightbulb ➤ Remote ➤ Batteries ➤ PAT testing label ➤ Other electrical items to check label ➤ Flash card: <ul style="list-style-type: none"> - UN3E309- How to change a light bulb - UN3E3010- How to change batteries



SESSION 7: JOB DESCRIPTION EXPLORATION



ACTIVITIES TO SUPPORT LEARNING	LEARNING OUTCOMES	DIFFERENTIATION & RESOURCES
<p>Allow the students to look over the job description, See if they have met any of the skills through the sessions Did they find any of the skills easy? Did they find anything difficult? Had they completed some of the tasks before? See if this would be something they would like to do as a job For those that wish to, you could hold a mock interview asking questions around the skills they have learnt related to Hotel Maintenance.</p>	<ul style="list-style-type: none"> ➤ Skill identification ➤ Linking activity to careers and subject learning ➤ Speaking ➤ Listening ➤ Reading 	<p>➤ UN3E3011 - Hotel maintenance job description</p>