

Lesson Plan

Subject: Module 1-Culture: Creating and Managing a Unique Experience

Topic: Lesson 3 – Etiquette

Objectives:

1. To learn the importance of cleanliness.
2. To learn how to show your undivided attention to a guest.
3. To learn why courtesy and respect are so important.
4. To learn how to become a team player

Student Supplies:

1. Drivers of Success Student Lesson
2. Drivers of Success Journal
3. Pens/Pencils/Highlighters

Facilitator Supplies:

1. Drivers of Success Teacher Edition
2. Drivers of Success Journal
3. Your optional video resource for this lesson is *Be Guest Focused*
4. Markers/highlighters
5. Poster paper/board
6. Timer

Facility: Prior to class, set the room in a layout that will allow for engagement and movement. Be sure to have enough chairs for each participant.

Preparation:

1. Review Teacher Edition including Teacher Tips.
2. Review appropriate Journal page(s).
3. Make any necessary notes.
4. On 3x5 cards, write enough scenarios using the words “please”, “thank you” and “you’re welcome”) for half the expected group.
5. Review an cue up *Be Guest Focused*

I. Opening

- Welcome back to Drivers of Success. Thank you for being here. It’s a great day and we’re going to have a blast exploring a topic that will greatly enhance your success as you move forward.
- (Optional) ASK: If you have extra credit homework, please bring that up now. Allow no more than 2 minutes to record points.
- Today, you will learn the importance of cleanliness, how to give your guests your undivided attention, why courtesy and respect are so important, and how to be a great team player.

II. Intro

- ASK: What is etiquette? Allow 1 minute for students to offer their answers.
- Let’s check out what Eric has to say about etiquette.
- Turn to the Intro page in your Drivers of Success Lesson. Etiquette is the way in which you treat guests and co-workers. It is at the core of developing emotional bonds with those around you. Cleanliness, attentiveness, courtesy, and respect are some of the tools for good business etiquette that will help you develop close relationships and foster loyalty in clients.

III. Body

- Page 4-ASK: What are some examples of good etiquette you have learned up til now? Allow 2 minutes to discuss. (If students have a difficult time coming up with examples, guide them by asking if they were taught the “magic words” (please/thank you) when they were young. You can also ask if they were ever taught not to do a particular behavior, i.e., belching in public for example.)
- Page 7-ASK: What would you think if you went to your dentist and he had not cleaned up from the patient before you? Wouldn’t that be just gross?

- Page 8-ACTIVITY: Have students pair up and have a 2 minute conversation about a topic you provide. (ex: When did you laugh the hardest? When have you been most excited?) Ask each person to share what they learned about the other. Have each group stand and tell what they learned about each other. Allow about 10 minutes for sharing depending on size of group. Watch time carefully.
- Page 8-ASK: Ask for a volunteer to read the DiVinci quote on the bottom of the page.
- Page 8-ASK: What does the DaVinci quote mean? Do you see examples of this in our culture? Allow 1 minute.
- Page 9-PLAY Video: *Be Guest Focused*
- Page 12- **Option 1:** ASK: When have you been treated rudely? Allow 2 minutes for sharing. (Watch time carefully).
Option 2: ROLE PLAY: Using the index cards made during preparation, have the students pick a card and role play scenarios using "please," "thank you" and "you're welcome."
- Page 14-ASK: Have you ever played on a sports team or in a band or orchestra? What happened when teammates weren't working or playing together or were off key in the band? What can you do to help out your team?

IV. Review

- Call on students to read each review point.
- Allow about 1 minute for students to fill in the blanks on numbers two and five and to share their answers

V. Activities

- Do activity #1 in class.
- (Optional) Assign either activity #2 or #3 for extra credit.
- Journal ACTIVITY: Please take out your Journals and turn to page 12. In the spaces provided, please write in at least two etiquette behaviors you will practice during the coming week.
- Sometime during the coming week, please read page 44 in your Journal too. It will reinforce what you have learned so far.

VI. Close

- ASK: What did you learn today? Allow 5-10 minutes.
- Thank you for being so attentive today. Please go out there and make it a wonderful day and a sensational week. I look forward to seeing you next time.