

LESSON PLAN

School	: SMKN 2 Banjarmasin
Subject	: English
Grade/ Semester	: XI / 1
Standard Competence	: Berkomunikasi dengan Bahasa Inggris setara dengan Level Elementary
Basic Competence	: Memahami percakapan sederhana sehari-hari baik dalam konteks professional maupun pribadi dengan orang bukan penutur asli
Indicator	: Ungkapan untuk menangani tamu hotel, restoran, travel agency, dll. diperagakan dengan benar
Theme	: Guest Handling
Skills	: Speaking
Time	: 2 x 30 minutes

A. Objectives

At the end of the lesson, the students are expected to be able to perform the expression of guest handling appropriately.

B. Instructional Material

- ✓ Some expressions for handling guest:
 - Greetings (good morning/ afternoon/evening)
 - Welcome to our hotel/ office/ restaurant.
 - What can I do for you, sir/ Maam?
 - May I help you?
 - We hope that you can enjoy staying in our hotel.
 - Have a seat, please.
 - Have a nice rest, Sir/ Maam.
 - Would you like something to drink?
 - We would like to offer you a special food.
- ✓ Example of short conversation for handling guests.
 - Waiter: Good Evening sir, welcome to our restaurant.
 - Guest : Good Evening!
 - Waiter: Please be seated, I'm just bringing a glass of water for you.
 - Guest : Thanks!
 - Waiter: What would you like to have sir?
 - Guest : What's your specialty?
 - Waiter: We are known for a delicious Chinese food.
 - Guest : Please bring one plate Manchurian with Fried Rice.
 - Waiter: Kindly wait, your order will be delivered within 5-10 minutes.
 - Guest : OK, thank you.

C. Teaching Methods

- ✓ Three-Phase Technique (Pre, While, Post)
- ✓ Picture to picture