DAILY LESSON PLAN	School:	Milaor National High School	Year & Section:	TVL – HE FOOD & BEVERAGE SERVICES
	Teacher:	AILEN C. VALENZUELA	Subject:	FOOD AND BEVERAGE SERVICES
	Date/Time:	March 18, 2025 7:30- 9:30	Grading Period	4th Quarter

I. OBJECTIVES`		
A. Content Standards	The learner demonstrates understanding of concepts and principles in welcoming guests and taking food and beverage orders	
B. Performance Standard	The learner: 1. Demonstrates the proper way of receiving customers. 2. Manifesting prompt awareness to customers' needs in terms of advanced serviced reservations, and respond positively to the workable terms and conditions as requested.	
C. Learning Competencies (KSA)	LO 1. **WELCOME AND GREET GUESTS** TVL_HEFBS9-12GO-IIa-b-1 Specific Objectives: At the end of the lesson, students are expected to: 1. Identify the importance of properly welcoming and greeting guests. 2. Develop confidence and professionalism in guest interactions. 3. Demonstrate the correct way of welcoming and greeting guests in different scenarios.	
II. CONTENT		
A. Subject Matter	**WELCOME AND GREET GUESTS**	
	Time Frame:	120 hours
	Teaching Strategy/ Methodology:	Learner centered and interactive direct teaching
	Content Knowledge Within and Across Curriculum:	Participation, Activities, and Visual communication, Presentation and demonstration.
	Teaching Materials:	Laptop, Projector, Printed Materials, Marker, Chart
	Delivery Setting:	Face to face
	Values Integration:	Attentiveness, Participation, Discipline, Appreciation, and Cooperation
	Subject Integration:	Health, Entrepreneurship, Math, ICT
III. LEARNING RESOURCES		
A. References (DepED)	**MELC** **Food and Beverage Services Book**	
Other References		
IV. PROCEDURES	**Teacher's Activity**	**Student's Activity**
Conduct preliminary activities	❖ **Prayer** Father in Heaven, Thanks thee for this day that you've given us.	

	Thanks, thee for all the resources that we have to make this discussion more efficient. We ask thee for wisdom and guidance as we go through this morning. We may have an interactive and productive discussion this morning. We love you. In Jesus name, Amen. ❖ **Greeting** Good morning, Class! How are you, Class? That's great! ❖ **Classroom management** Kindly arrange your chairs properly and pick up any pieces of dirt and go back to your proper seat. Allow me to provide some reminders or classroom rules during our discussion: • Keep your things and cellphone • Kindly raise your hand to speak. • Be active and participative • Respect and listen to someone who is talking. ❖ **Checking of attendance** Before anything else, let me check your attendance. Say present if your name is called Alba, Mattew…	*Amen.* *Good morning, Ma'am Ailen* *Were good, ma'am* (Students arranged the chairs and will pick the pieces of dirt.) *Present, Ma'am!*
A. Reviewing the previous lesson or presenting the new lesson (2 minutes)	**REVIEW:** • What did we discuss last meeting? • Alright! And what are the things that we need to remember • Impressive class! I see that you learn a lot last meeting.	*We discuss about mood and ambiance of the dining area?* *We have key points to remember in setting the mood and ambiance of the dining area which are, Lighting, Music, Décor, Views, Communication & etc.*
B. Establishing a purpose of the lesson	**PRESENTATION OF THE LESSON OBJECTIVES:** • Identify the importance of properly welcoming and greeting guests. • Develop confidence and professionalism in guest interactions. • Demonstrate the correct way of welcoming and greeting guests in different scenarios.	

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GREETING FREEZE DANCE

How to Play:

1. **Play Upbeat Music**

Students dance freely around the classroom while the music is playing.
Encourage them to move energetically and have fun!

2. **Freeze & Greet**

When the music suddenly stops, the teacher calls out a type of greeting (e.g., "Handshake," "High five," "Bow").
Students must quickly find a partner and perform the correct greeting as fast as possible.

3. **Elimination Rule**

If a student does the wrong greeting or doesn't find a partner, they are out and must sit down.
The game continues until only one pair remains, who is declared the winner!

Example scenarios:

Teacher Calls Out	Students Do
"Handshake!" 🤝	Shake hands with a partner
"High five!" ✋	Give a high five
"Bow!" 🙇	Bow slightly
"Wave!" 👋	Wave to a partner
"Fist bump!" 👊	Do a friendly fist bump

Did you Understand the instruction, class?

- How do you feel with the activity?

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(Students are listening carefully)

Yes, ma'am!

Students will answer based on their insight

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C. Presenting examples/ instances of the new lesson

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Now, let's watch a short video about hotel or restaurant staff welcoming guests. Pay attention to their gestures, tone, and words used.

(Plays video clip)

What did you observe? How did the staff make the guests feel welcome?

Great observations! Today, we will learn how to properly welcome and greet guests in the food and beverage industry.

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(Students will answer based on their insights)

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<td>D. Discussing new concepts and practicing new skills #1</td>
<td>1. Students will be divided into 2 groups
2. The teacher will explain the activity and guide questions.
3. A member of the group will present their answers after 10 minutes of performing the activity.

I have here 2 scenarios of welcoming and greet guests. Scenario 1, family dining experience and scenario 2, A business meeting reservation. All you need to do is to pick 1 and analyze the scenario and answer the guide question together with your members.

Scenario 1: A Family Dining Experience

GUIDE QUESTION:
1. How does the host create a welcoming atmosphere for the family?
2. How do the customers communicate their needs and preferences?
3. How does the waiter ensure the family has a satisfying dining experience?
4. How does the interaction between the staff and customers contribute to the overall experience?

Scenario 2: A Business Meeting Reservation

GUIDE QUESTION:
1. How did the host ensure a warm and professional welcome?
2. Why is it important to confirm the reservation details?
3. How can a waiter improve the customer’s experience?
4. What additional services could be offered for a business meeting?

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<tr><th colspan="2">CRITERIA</th></tr>
<tr><td>Problem solving & Adaptability</td><td>5%</td></tr>
<tr><td>Clarity</td><td>5%</td></tr>
<tr><td>Presentation</td><td>5%</td></tr>
<tr><td>TOTAL</td><td>15%</td></tr>
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<td>(Students will actively participate in the activity)

(Students will actively participate in the activity)</td>
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<td>E. Discussing new concepts and practicing new skills #2</td>
<td>Let us discuss first the different terminologies that you might encounter in our lesson.

Vocabulary list:

• Receptionist</td>
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	• **Guests** Can guests also be considered visitors, customers, or attendees? **Very Good!** (Teacher give example)	***Receptionist-*** *is a person who works at the front desk of an office, hotel, or business, greeting visitors, answering phone calls, and handling administrative tasks.* ***Guests-*** *is a person who is invited or welcomed to a place, event, or establishment.* *(Students will answer based on their insights)*
F. Developing mastery (Leads to Formative, Authentic Assessment)	Let us dig deeper into the heart of our discussion: So now let's discuss first the **Receptionist** (Kindly read the first slide) Thank you (Teacher explains what is on the presentation.) **How do you welcome your visitors at home?** Yes, please. Impressive! Now let us proceed on discussing the **importance of welcoming guests.** (Kindly read the 2nd slide and give insight) Thank you! (Teacher explains what is on the presentation.) (Next slide, kindly read the **Step in welcoming guests**)	*The person who welcomes or greets guests in the restaurant is called a* ***receptionist****. They are also known as a* ***host or hostess.*** *(Student raises their hands)* *(Students share their experiences on how they welcome visitors at home.)* *(Students raised their hand and give insight* ***Importance of welcoming guests.*** • *Creates a positive first impression* • *Shows respect and hospitability* • *Creating a positive customer experience* *(Students raised their hand and give insight)*

	Thank you! (Teacher explains what is on the presentation.)	***Step in welcoming guests.*** • *Greet with a Smile: always smile and make eye contact* • *Use proper Greetings: (e.g., Good morning! Welcome to [Restaurant Name]. How may I assist you today?)* • *Offer Assistance: Guide guests to their seats, provide menus, and introduce their server.*
	(Next slide, kindly read the **Professional body language)**	***Professional body language.*** • *Maintain an open posture.* • *Avoid crossing arms or looking distracted.* • *Use gentle hand gestures to guide guests.*
	Why do you think body language is important in welcoming guests? **Impressive!**	*(Students will answer based on their insights)*
	(Next slid, kindly read the **Effective communication)**	***Effective communication.*** • *Speak clearly and confidently.* • *Use polite and positive language.* • *Listen actively to guest requests.*
	Thank you! (Teacher explains what is on the presentation.)	
	(Next is **Handling special request and concerns.)**	***Handling special request and concerns.*** • *Accommodate guest's preferences whenever possible.* • *Politely handle complaints or special requests.*
	Thank you! (Teacher explains what is on the presentation.)	
	What do you think are the possible requests of guests?	
	Thank you! Any question?	*(Students raised their hand and give insight)* *None, Ma'am!*

	Now since we are done discussing the key importance in welcoming the guests, let us proceed to the **verbal and non- verbal communication in greetings.** **(**Kindly read the slide about **Verbal communication in greetings)** Thank you! **When we say 'verbal,' what does it mean?** Very Good! (Next slide, kindly read the **non-verbal communication in greetings**) Thank you! (Teacher explains what is on the presentation.) **When we say 'non- verbal,' what does it mean?** Very Good! Now, let us continue our discussion on **key points to remember in welcoming guests.** 1. Greet guests appropriately based on the time of day:	***Verbal communication in greetings.*** *VERBAL:* • *Use a friendly and welcoming tone* • *Address guests politely (e.g., "Good morning, sir/madam")* • *Use clear and concise language* • *Speak at an appropriate volume* ***Students:*** *(Speaking or using words to express thoughts.)* *(Made by speaking, not written.)* ***Non- verbal communication in greetings.*** *NON- VERBAL:* • *Maintain eye contact* • *Smile genuinely* • *Offer a firm handshake (if appropriate)* • *Use open and inviting body language* • *Be attentive and approachable* *(**Student**: it means communication without using words. It includes gestures, facial expressions, body language, eye contact, and tone of voice.)*

	- Morning (00:00 – 11:59) → "Good morning" - Afternoon (12:00 – 06:59) → "Good afternoon" - Evening (07:00 – 12:59) → "Good evening" (Teacher explains what is on the presentation.) (Kindly read the number 2, 3, 4 please) Thank you! (Teacher explains what is on the presentation.) (Kindly read the number 5,6, please) Thank you! (Teacher explains what is on the presentation.) And, lastly. 7. Pull out the chair for guests (ladies first) and introduce them to the captain waiter. 8. The hostess/receptionist leaves after ensuring the guest is attended to by the waiter. (Teacher explains what is on the presentation.) So, that's our discussion on welcoming and greeting guests. Question? Clarification?	*2. Use guests' names when known to create a personalized experience.* *3. Acknowledge guests immediately with eye contact, a smile, or a polite phrase, even if you're busy.* *4. Offer assistance with coats, umbrellas, or any other needs to create a welcoming atmosphere.* *5. Check for reservations, guide guests to their table, and inform them of waiting times if necessary. Offer a lounge area or complimentary drinks if there is a wait.* *6. Escort guests at a comfortable place, politely guiding them to their table and assisting them in being seated.* *None, ma'am* *None, ma'am*
G. Finding practical applications of concepts	1.Ask students how they can apply these concepts in their daily lives.	*(Student answer based on their own insight.)* *(Student answer based on their own insight.)*

	2.Ask students to reflect on what they learned and how they might apply this knowledge in real-life situations.	
H. Generalization and abstractions about the lesson (2 minutes)	For the summary of the lesson, what have you learned throughout the discussion we had? Give me 1 word that can describe or summarize our lesson about welcome and greet guests.	*I chose "Hospitality" because it means making guests feel welcome and valued. Greeting them with kindness creates a good impression and builds positive relationships.*
I. Evaluating the learning (12 minutes)	**Written Quiz:** Part I: Multiple Choice (Choose the best answer) 1. What is the most important element when greeting a guest? a) Speaking loudly b) Smiling and making eye contact c) Standing still d) Ignoring the guest 2. Which of the following is the most appropriate greeting in a fine dining restaurant? a) "Hey there! What do you want?" b) "You, table for two?" c) "Good evening! Welcome to [Restaurant Name]. Do you have a reservation?" d) "Hurry up and find a seat." 3. Why is body language important when welcoming guests? a) It helps communicate warmth and professionalism. b) It makes guests feel nervous. c) It shows that you are in a hurry. d) It is not important at all. Part II: True or False 4. Good host should always make eye contact and smile when greeting guests. 5. Using a friendly and professional tone when greeting guests is not necessary. Part III: Short Answer 6-7. Write two polite phrases you can use when greeting a guest. 8-10. How can you make a guest feel more welcome upon arrival? Answer key: 1. B 2. C 3. A 4. TRUE 5. FALSE 6. Good morning! Welcome to [Restaurant Name]. How may I assist you today? 7. It's a pleasure to have you here. May I guide you to your table? 8. Greet them with a warm smile and eye contact 9. Use a polite and friendly tone 10. Offer assistance and respond promptly to their needs **PERFORMANCE TASK:** Each of you will take turns demonstrating how to properly welcome and greet guests in a restaurant setting.	

Here's what I'll be looking for:
1. Tone of Voice – Are you speaking clearly and warmly?
2. Posture and Body Language – Do you maintain a professional stance and make eye contact?
3. Choice of Words – Are you using polite and appropriate phrases?
4. Confidence – Do you seem comfortable and natural in your greeting?

Greeting Scenario:
(Scene: A guest enters the restaurant, and the host is standing at the entrance, ready to assist.)

CRITERIA	DESCRIPTION	POINTS
Tone of Voice	Speaks clearly and warmly, making the guest feel welcome.	10
Posture and Body Language	Maintains professional posture, good eye contact, and welcoming gestures.	10
Choice of Words	Uses polite, appropriate, and professional phrases.	10
Confidence	Demonstrates a natural and comfortable approach when greeting guests.	10
Overall Presentation	Displays a complete and structured greeting with a positive attitude.	10
TOTAL		50

J. Additional activities for application or remediation	For your assignment, observe and evaluate how staff in different establishments welcome guests. Write a short reflection on their approach and suggest improvements.

I. REMARKS	
II. REFLECTION	
A. **Number of learners who earned 80% in the evaluation**	
B. **Number of learners who require additional activities for remediation who scored below 80%**	
C. **Did the remedial lesson work? Number of learners who have caught up with the lesson**	
D. **Number of learners who continue to require remediation**	
E. **Which of my teaching strategies is more effective?**	
F. **What difficulties did I encounter that my principal or supervisor can help me solve?**	
G. **What innovation or localized materials did I use/discover that I wish to share with others?**	

Prepared by:

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Cooperating Teacher