



 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 19, 2025 7:30- 9:30am	Grading Period	4 th 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 knowledge and skills in food and beverage service in relation to seating the guests 2. Communicate needs of customers to the service area with accuracy	
C. Learning Competencies (KSA)	LO 2. SEAT THE GUESTS TVL_HEFBS9-12GO-IIa-b-1 Specific Objectives: At the end of the lesson, students are expected to: a. Identify the importance of properly seating guests. b. Demonstrate appropriate seating techniques in a restaurant or event setting. c. Exhibit professionalism, proper etiquette, and effective communication when guiding guests to their seats.	
II. CONTENT		
A. Subject Matter	SEAT THE 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, Personal Development, English
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	<div>❖ Prayer</div> <p>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.</p> <div>❖ Greeting</div>	<p>Amen.</p>

	<p>Good morning, Class! How are you, Class? That's great!</p> <p>❖ Classroom management</p> <p>Kindly arrange your chairs properly and pick up any pieces of dirt and go back to your proper seat.</p> <p>Allow me to provide some reminders or classroom rules during our discussion with my acronym name:</p> <ul style="list-style-type: none"> ❖ A- Always Be Respectful ❖ I- Involve yourself ❖ L- Listen Carefully ❖ E- Encourage others ❖ N- Never Give Up <p>❖ Checking of attendance</p> <p>Before anything else, let me check your attendance. Say present if your name is called Alba, Matthew...</p>	<p><i>Good morning, Ma'am Ailen</i> <i>Were good, ma'am</i></p> <p>(Students arranged the chairs and will pick the pieces of dirt.)</p> <p><i>Present, Ma'am!</i></p>
<p>A. Reviewing the previous lesson or presenting the new lesson (2 minutes)</p>	<p>REVIEW:</p> <ul style="list-style-type: none"> • 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. • Have you ever experienced difficulty finding a seat at a restaurant? (e.g., fast food) How did it affect your dining experience? • Why do you think proper seating is important in a dining setting? 	<p><i>We discuss about welcoming and greet guests?</i></p> <p><i>(Students raised their hand and give insight)</i></p> <p><i>(Students will answer based on their insights and experienced)</i></p> <p><i>(Share their thoughts and seating experiences.)</i></p>
<p>B. Establishing a purpose of the lesson</p>	<p>PRESENTATION OF THE LESSON OBJECTIVES:</p> <ul style="list-style-type: none"> 📌 Identify the importance of properly seating guests. 📌 Demonstrate appropriate seating techniques in a restaurant or event setting. 📌 Apply proper etiquette and communication when guiding guests to their seats. <p>CHAIR RELAY</p> <p>Instruction:</p> <ol style="list-style-type: none"> 1. The teacher arranges chairs in a circle, each with a question attached to the back. 	<p><i>(Students are listening carefully)</i></p>

	<div>2. Music plays while students walk around the chairs.</div> <div>3. When the music stops, each student quickly finds a chair and sits down.</div> <div>4. Each student takes the question from the back of their chair, reads it aloud, and answers it.</div> <div>5. The game continues until all questions are answered or time runs out.</div> <div>Did you Understand the instruction?</div> <div>When a guest enters the restaurant, what should you do first?</div> <div>A) Ignore them until they call you</div> <div>B) Smile and greet them politely</div> <div>C) Ask them if they have money to pay</div> <div>D) Tell them to wait without talking to them</div> <div>What is the best way to guide a guest to their table?</div> <div>A) Walk ahead and let them follow you</div> <div>B) Point to the table and tell them to go there</div> <div>C) Hold their hand and pull them to the seat</div> <div>D) Shout their table number from a distance</div> <div>If a guest is using a wheelchair, where should you seat them?</div> <div>A) At a table with enough space for their wheelchair</div> <div>B) At a high bar table</div> <div>C) At the farthest corner, even if space is tight</div> <div>D) Tell them there are no available seats</div> <div>If a large group arrives, what should you do?</div> <div>A) Push small tables together to accommodate them</div> <div>B) Tell them they must sit separately</div> <div>C) Seat only some of them and make the others wait</div> <div>D) Ask them to come back later</div> <div>If a guest arrives but the restaurant is full, what should you do?</div> <div>A) Ask if they would like to wait and give an estimated time</div> <div>B) Tell them to leave</div> <div>C) Make them stand near a table until a seat is free</div> <div>D) Let them sit at a dirty table</div> <div>What should you say when greeting a guest?</div> <div>A) "What do you want?"</div> <div>B) "Hello! Welcome to [restaurant name]. How many in your party?"</div> <div>C) "Sit anywhere you like."</div> <div>D) "We're busy, come back later."</div> <div><div>🎨 Did you enjoy the activity?</div><div>🎨 How do you feel with the activity?</div></div>	<div>Yes, ma'am</div> <div>(b)Smile and greet them politely</div> <div>(a)Walk ahead and let them follow you</div> <div>(a)At a table with enough space for their wheelchair</div> <div>(a)Push small tables together to accommodate them</div> <div>(a)Ask if they would like to wait and give an estimated time</div> <div>(b) "Hello! Welcome to [restaurant name]. How many in your party?"</div> <div>Yes, ma'am!</div> <div>Students will answer based on their insight</div>
C. Presenting examples/ instances of the new lesson	Show students the Scenario and make them analyze the scenario given.	

	<p>Example scenario: A family of four, including two small children, enters a restaurant. Where would you seat them and why?</p> <p>Guide Questions:</p> <ul style="list-style-type: none">• What factors should be considered when seating this family?• How can the seating arrangement improve their dining experience?• What challenges might arise in seating them, and how can they be addressed? <p>(Plays video clip) What did you observe? How did the staff make the guests feel welcome?</p>	<p><i>(Students will answer based on their insights)</i></p> <p><i>Seating the family near a wall or corner to minimize disturbances.</i></p> <p><i>Offering booster seats or high chairs for the children.</i></p> <p><i>Ensuring easy access to restrooms for the family.</i></p> <p><i>(Students will answer based on their insights)</i></p>										
<p>D. Discussing new concepts and practicing new skills #1</p>	<p>Instructions:</p> <ol style="list-style-type: none">1. Form Pairs – One student will act as the receptionist, and the other will be the guest.2. Choose a Scenario – You will practice different seating situations:<ul style="list-style-type: none"> A couple on a date A family with kids An elderly guest A business meeting3. Role-Play the Conversation – The receptionist will greet the guest and help them find a suitable table.4. Switch Roles – After one round, switch roles so both students can practice being the receptionist and the guest.5. Present to the Class – Each pair will present one scenario in front of the class. <p>Students rate their classmates and give comments about the presentation.</p> <table><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></table>	CRITERIA		Problem solving & Adaptability	5%	Clarity	5%	Presentation	5%	TOTAL	15%	<p><i>(Form pairs and take turns playing the roles of a receptionist and guests.)</i></p> <p><i>(Students will actively participate in the activity)</i></p>
CRITERIA												
Problem solving & Adaptability	5%											
Clarity	5%											
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TOTAL	15%											
<p>E. Discussing new concepts and practicing new skills #2</p>	<p>Let us discuss first the different terminologies that you might encounter in our lesson.</p> <p>Vocabulary list:</p> <ul style="list-style-type: none">• Receptionist	<p><i>Receptionist-</i> <i>is a person who works at the front desk of an office, hotel, or business, greeting visitors, answering</i></p>										

	<ul style="list-style-type: none"> • Guests • Maitre D’ Hotel <p>Can guests also be considered visitors, customers, or attendees?</p> <p>Very Good!</p> <p>(Teacher give example)</p>	<p><i>phone calls, and handling administrative tasks.</i></p> <p>Guests- <i>is a person who is invited or welcomed to a place, event, or establishment.</i></p> <p><i>Maître d'hôtel (often shortened to maître d') is a French term that means "master of the hotel." is the head waiter or restaurant manager who oversees service, greets guests, and ensures a smooth dining experience.</i></p> <p><i>(Students will answer based on their insights)</i></p>
<p>F. Developing mastery (Leads to Formative, Authentic Assessment)</p>	<p>Let us dig deeper into the heart of our discussion:</p> <p>So now let’s discuss first the Tips on Seating Guests</p> <p>(Kindly read the first slide)</p> <p>Thank you</p> <p>(Teacher explains what is on the presentation.)</p> <p>Why is it important to seat guests according to table allocations?</p> <p>Yes, please.</p> <p>Impressive!</p> <p>Now let us proceed on discussing the different seating arrangement.</p> <p>(Kindly read the 2nd slide and give insight)</p> <p>Thank you!</p> <p>(Teacher explains what is on the presentation.)</p>	<ul style="list-style-type: none"> ✚ <i>Escort and seat guests according to table allocations.</i> ✚ <i>Utilize tables according to the number of party.</i> ✚ <i>Seat guests evenly among stations to control the traffic flow of guests in the dining room.</i> ✚ <i>Open cloth napkins for the guest when applicable.</i> ✚ <i>Serve water according to the standards of the food service facility.</i> <p><i>(Student raises their hands)</i></p> <p><i>different seating arrangement.</i></p> <ul style="list-style-type: none"> ✚ <i>Customers who prefer smoking or non-smoking areas,</i> ✚ <i>(b) Customers with small children,</i> ✚ <i>(c) Customers with special physical needs,</i> ✚ <i>(d) Customers with communication difficulties.</i>

	<p>(Next slide, kindly read the Leading Guests to Their Table)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>(Next slide, kindly read the Handling Guests Without Reservations)</p> <p>How should a receptionist handle guest who arrive without a reservation?</p> <p>Impressive!</p> <p>(Next slid, kindly read the Guest Preferences)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>(Next is Seating Arrangement.)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>How should a receptionist or host determine the best seating arrangement for different types of guests, such as families with children or couples?</p> <p>Thank you!</p> <p>(Next is Special Care for Guests with Mobility Issues.)</p> <p>Thank you!</p>	<p><i>(Students raised their hand and give insight)</i></p> <p>Leading Guests to Their Table</p> <ul style="list-style-type: none">✚ Receptionist should show the way with open hands while politely saying, "This way, please, Mr./Miss (guest's name)."✚ Walk either side by side with guests or slightly ahead at a comfortable pace.✚ Be mindful of elderly or handicapped guests by adjusting the walking pace accordingly. <p><i>(Students will answer based on their insights)</i></p> <p>Handling Guests Without Reservations</p> <ul style="list-style-type: none">✚ Ask how many guests are in the party.✚ If a vacant table is available, lead them to it in a professional manner. <p><i>(Students will answer based on their insights)</i></p> <p>Guest Preferences</p> <ul style="list-style-type: none">✚ Accommodate seating preferences (e.g., smoking/non-smoking, bar, booth, garden) when possible.✚ If not available, apologize and offer alternative options. <p>Seating Arrangement:</p> <ul style="list-style-type: none">✚ Assign tables with enough space based on the number of guests.✚ Groups with kids: Seat them near a wall or corner and offer booster seats or cushions.✚ Couples: Guide them to seats with the best view. <p><i>(Students raised their hand and give insight)</i></p> <p>Special Care for Guests with Mobility Issues:</p> <ul style="list-style-type: none">✚ Seat senior citizens or guests with walking difficulties close to the hostess station.✚ Offer assistance discreetly without drawing attention.
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<p>(Teacher explains what is on the presentation.)</p> <p>(Next is Proper Etiquette in Seating.)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>Any question?</p> <p>Now since we are done discussing the key importance in seat the guests, let us proceed to the Introducing the Captain Waiter/Waiter.</p> <p>Once all guests are seated, the receptionist introduces the captain waiter or waiter.</p> <p>Communicating Guest Needs: Inform the waiter about any special requests or important details (e.g., allergies).</p> <p>Final Courtesy: Wish the guests a pleasant meal before leaving.</p> <p>Why is it important for the receptionist to introduce the captain waiter/waiter and communicate any special guest requests before leaving?</p> <p>(Kindly read the slide about Welcoming the Guests)</p> <p>Thank you!</p> <p>(Kindly read the slide about Handling Napkins)</p> <p>What are the proper guidelines for unfolding and placing napkins for guests, and how should a waiter handle situation where a guest appears uncomfortable?</p> <ul style="list-style-type: none">✚ Unfold napkins and place them gently on each guest’s lap with minimal handling.✚ Avoid touching guests while placing napkins.✚ If a guest seems uncomfortable, place the napkin on the chair’s handrest instead.✚ Some guests may prefer to unfold their napkins themselves. <p>(Next slide, kindly read the Pre-Order Service)</p>	<p>Proper Etiquette in Seating:</p> <ul style="list-style-type: none">✚ Ladies: Always seated first, preferably against the wall.✚ Offer to pull out chairs for them.✚ Hosts/Hostesses: Should be seated last in formal seating arrangements. <p>None, Ma’am!</p> <p>(Students raised their hand and give insight)</p> <p>Welcoming the Guests:</p> <ul style="list-style-type: none">✚ Make eye contact and stand erect when greeting guests.✚ Introduce yourself by name and role (e.g., "Hi, I am [name], your Food and Beverage Service Attendant").✚ Offer assistance to enhance their dining experience. <p>(Students raised their hand and give insight)</p> <p>Pre-Order Service:</p> <ul style="list-style-type: none">✚ Offer water and bread rolls while waiting to take orders.
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	<p>Thank you!</p> <p>In addition to the given information, the following are some tips in seating the guests:</p> <p>(Next slide, kindly read the Table Selection)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>(Next slide, kindly read the Seating Considerations)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>(Next slide, the Seating Orders)</p> <p>Seating Order:</p> <ul style="list-style-type: none">Assist ladies first, followed by gentlemen, and seat the host/hostess last.If children are present, they should be assisted first. <p>(Lastly, Chair assistance)</p> <p>Thank you! (Teacher explains what is on the presentation.)</p> <p>Question?</p> <p>Clarification?</p>	<p>Table Selection:</p> <ul style="list-style-type: none">Avoid using a four-seat table for one or two guests unless necessary. <p>Seating Considerations:</p> <ul style="list-style-type: none">Seat loud parties in private rooms or towards the back to minimize noise.Elderly or handicapped guests should be seated near the entrance for convenience.Young couples prefer quiet corners with a good view.Well-dressed guests can be seated at the center to enhance the restaurant's ambiance.Accommodate guests' seating preferences whenever possible. <p>Chair Assistance:</p> <ul style="list-style-type: none">Pull back the chair for guests when they are about to sit <p>None, ma'am</p> <p>None, ma'am</p>
G. Finding practical applications of concepts	<p>1. Ask students how they can apply these concepts in their daily lives.</p> <p>2. Ask students to reflect on what they learned and how they might apply this knowledge in real-life situations.</p>	<p>(Student answer based on their own insight.)</p> <p>(Student answer based on their own insight.)</p>

H. Generalization and abstractions about the lesson (2 minutes)	<p>For the summary of the lesson, Students will think of one word acrostic to summarize the lesson for today.</p> <p>“SEAT” <i>S – Service: Provide courteous and professional assistance to all guests.</i> <i>E – Escort: Lead guests to their tables with consideration and care.</i> <i>A – Assign: Allocate seats based on guest preferences and needs.</i> <i>T – Treat: Ensure comfort by offering assistance, unfolding napkins, and maintaining good hospitality.</i></p>										
I. Evaluating the learning (12 minutes)	<p>Quiz: The teacher will read ten different statement and you will determine if the statement is true or false. If the statement is true draw (❤️) heart react and if the statement is false draw a (😞)sad emoji. You will have 10 seconds to answer honestly.</p> <ol style="list-style-type: none">1. The receptionist should lead guests to their table with their hands in their pockets. (False) (😞)2. Guests should always be seated randomly, without considering their preferences. (False) (😞)3. Couples should be assisted to seats with the best view. (True) (❤️)4. Elderly or handicapped guests should be seated as far from the entrance as possible. (False) (😞)5. The receptionist should introduce the captain waiter/waiter after all guests are seated. (True) (❤️)6. Loud parties should be seated near the quietest section of the restaurant. (False) (😞)7. If a guest has not made a reservation, the receptionist should ask how many are in the party before seating them. (True) (❤️)8. The waiter should place napkins on all guests' laps, regardless of their comfort level. (False) (😞)9. Ladies should always be seated first and, if possible, against the wall. (True) (❤️)10. A well-dressed party should be placed at the center of the dining area to enhance the restaurant’s image. (True) (❤️)										
J. Additional activities for application or remediation	<p>For your assignment,</p> <p>Practical Activity:</p> <p>🚩 Acrostic Word Challenge: Create your own acrostic using a word related to guest seating (e.g., "HOSPITALITY," "SERVICE," or "WELCOME") and write a sentence for each letter that reflects proper seating etiquette.</p> <p>🚩 Role-Play: In pairs or small groups, practice the correct way to escort guests to their tables. One person will act as the receptionist/host, and others will act as guests.</p> <p>Submission Guidelines:</p> <p>🚩 Write your answers neatly and clearly.</p> <p>🚩 Submit your acrostic word and sentences along with your role-play script or video.</p> <p>🚩 Due Date: March 20, 2025</p> <table><tr><th colspan="2">CRITERIA</th></tr><tr><td>Presentation & Mastery</td><td>10%</td></tr><tr><td>Clarity in Acrostic and Role-play</td><td>15%</td></tr><tr><td>Creativity & Cooperation</td><td>5%</td></tr><tr><td>TOTAL</td><td>30%</td></tr></table>	CRITERIA		Presentation & Mastery	10%	Clarity in Acrostic and Role-play	15%	Creativity & Cooperation	5%	TOTAL	30%
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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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Checked by:

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