



NC (V)

DATE	SUBJECT	ACTIVITY
HOSPITALITY L4		
06 JULY 2020	CLIENT SERVICES & HUMAN RELATIONS LEVEL 4	<p style="text-align: center;">MODULE 7 (pg 121)</p> <p>Instructions to students: Read through pages 121-123 in order to:</p> <ul style="list-style-type: none">- Identify Methods of monitoring staff-client relations.- Describe the different methods to monitor staff-client relationships. (See also Unit 5.3)- Identify actions that can be taken as a result of the outcome
07 JULY 2020	CLIENT SERVICES & HUMAN RELATIONS LEVEL 4	<p style="text-align: center;">MODULE 8 (pg 125) <u>PRODUCTS AND SERVICES PROVIDED BY THE ORGANISATION</u></p> <p>Instructions to students: Students need to note that this section deals with an enormous workload which needs to be covered in the classroom on a contact basis. In this catch up plan only the fundamental work will be dealt with and the bulk of the work will need to be covered in class.</p> <ul style="list-style-type: none">- Students please read through pages 125 to 132.- Write down an explanation of what is the product of travel and tourism.- List 6 categories that the product/service can be divided into.- Name the 4 P's of the marketing mix.

08 JULY 2020	CLIENT SERVICES & HUMAN RELATIONS LEVEL 4	<p>TOPIC 2: MODULE 12</p> <p>Instructions to students:</p> <p>Students must read through all of module 12.</p> <ul style="list-style-type: none"> - Identify the best way to deal with requests. - Explain what the employee needs to do in order to understand the client's request. - List examples of Client's requests.
09 JULY 2020	CLIENT SERVICES & HUMAN RELATIONS LEVEL 4	<p>TOPIC 2: MODULE 13 (pages 149 to 152)</p> <p>Instructions to students:</p> <ul style="list-style-type: none"> - Read through module 13 - Discuss other factors that might influence the choice of media.
10 JULY 2020	CLIENT SERVICES & HUMAN RELATIONS LEVEL 4	<p>TOPIC 2: MODULE 13 (pages 153-160)</p> <ul style="list-style-type: none"> - List the Characteristics of sales promotions. - Discuss the Advantages and disadvantages of various forms of media. - Explain Media Publicity <p>Topic 2: MODULE 13</p> <ul style="list-style-type: none"> - List the 7 steps to follow in personal selling. - List the 5 steps of basic selling Techniques. - Read through pages 173-178.