

Lesson 5 — Repair & Upgrade

Session 5 of 8 | Duration: 60 min | Artifact: Re-recorded segment on main breakdown

Purpose

Address the top 1–2 failure patterns from L4. Pick the matching repair from the menu and run it.

Phases

Time	Phase	Trainer does
0:00–0:10	Diagnose	Name the 1–2 dominant patterns observed in L4 (from the failure-pattern checklist). Show the patterns side by side.
0:10–0:35	Run the repair	Pick the matching repair(s) from the menu (below). Run the teaching move and practice activity.
0:35–0:55	Re-record	Learners re-record the segment of L4 most affected by the repair (typically vision capture + proposal, OR pricing + close). Same brief as L4.
0:55–1:00	Close	Note what changed. Save recordings.

Scripted teacher language

“From L4, the pattern that came up most was [name pattern]. We’re going to fix that today.”

“A specific close names the action and the date. “If we’re aligned, I’d like to invite you for a site visit this Thursday at 11, and send the draft proposal by Friday end of day.” That’s specific.”

“Now re-record the affected segment from your L4 pitch. Same brief. Apply the repair.”

Repair menu

Pick the move(s) matching the dominant pattern(s) from the failure-pattern checklist:

Pattern	Repair move + practice
Vision capture skipped	Drill the construction: “Let me make sure I’ve understood — what I’m hearing is [feeling] + [scale] + [signature touch].” Each learner says it 3× for the L4 brief, then for their own current brief. No exceptions to this opening structure.
Generic property language	Show 3 weak/strong examples. Drill the pairing: “[Specific space] for [purpose], because [property feature].” Each learner names 3 specific spaces with 3 specific reasons.
Service vague	Show 3 weak/strong examples. Drill the pairing: “[Named service] would [specific outcome for the client].” Each learner names 2 signature services with paired outcomes.
Pricing buried or apologetic	Drill the construction: “The package starts at [amount]. Inclusions are

Pattern	Repair move + practice
	[three named items].” Confident, declarative. No softeners (“it would be around”, “approximately”, “of course we can discuss”).
Close vague	Drill the construction: “If we’re aligned, I’d like to [specific next step] on [day], and [follow-up] by [date].” Each learner names their next step concretely with a real day and date.
Tense slippage	5-min reformulation drill: trainer reads run-of-show sentences with tense errors, learners reformulate aloud.
Vague verbs	5-min lexical drill: replace do / have / give / make / handle with hospitality-precise verbs (host, curate, accommodate, anchor, transform, deliver, oversee, coordinate).

Between-session work

Each learner rehearses the repaired segment once before Lesson 6 — out loud, not in their head.

Artifact

60–90-sec re-recording per learner of the affected segment from L4. Save as **PHJ_[Department]_[LearnerID]_EventSales_L5_YYYY-MM-DD**.