



GUESTS FIRST

Customer Service Training Program

Do you hear what I see? (Impressions & Communication)

Training Goal:

Instilling the importance of impressions and understanding how we form them. Communication is at the heart of impressions, clarity on verbal, non-verbal, barriers, and listening will be key components in this module. Excuses are a part of our everyday life, and are often used as a reason why we don't offer great service - we will discuss why and ways to stop using them. Participants will understand and recognize when negative communication is used and how to turn it into a positive. Raise awareness of how everything that affects our senses, communicates to us.

Do you hear what I see?

a) Impressions

- Icebreaker – How do they affect your daily life?
- Introductions/Agenda

b) Non- Verbal Communication ~So much more than we realize

- First Impressions
- Stereotyping, prejudging
- Everything that is non-verbal
- What message are they sending?

c) Verbal Communication

- Effective Speaking
- Telephone voice

d) What is communication?

- Listening activity
- Definition
- Barriers to effective communication
- Overcoming the barriers

e) Listening skills

- Weakest skill – why?
- Barriers to effective listening
- Tips for listening

f) Make it positive!

- How to communicate a negative answer in a positive way.
- Excuses – they come naturally & it's time to stop!

g) Can we really “smell” hospitality?

- How do our senses come into play?

Learning Objectives:

- 1) Name three ways we display non-verbal communication.
- 2) What is the definition of successful communication?
- 3) Why are we so quick to make first impressions?
- 4) Name three barriers to effective communication.
- 5) Name three tips to improve listening skills
- 6) Provide an example of a negative phrase and how it can be restated in a positive way.
- 7) Name one excuse you often give and how you can overcome it.
- 8) What does “smell hospitality” mean in your words? Why is it important in the world of hospitality?