

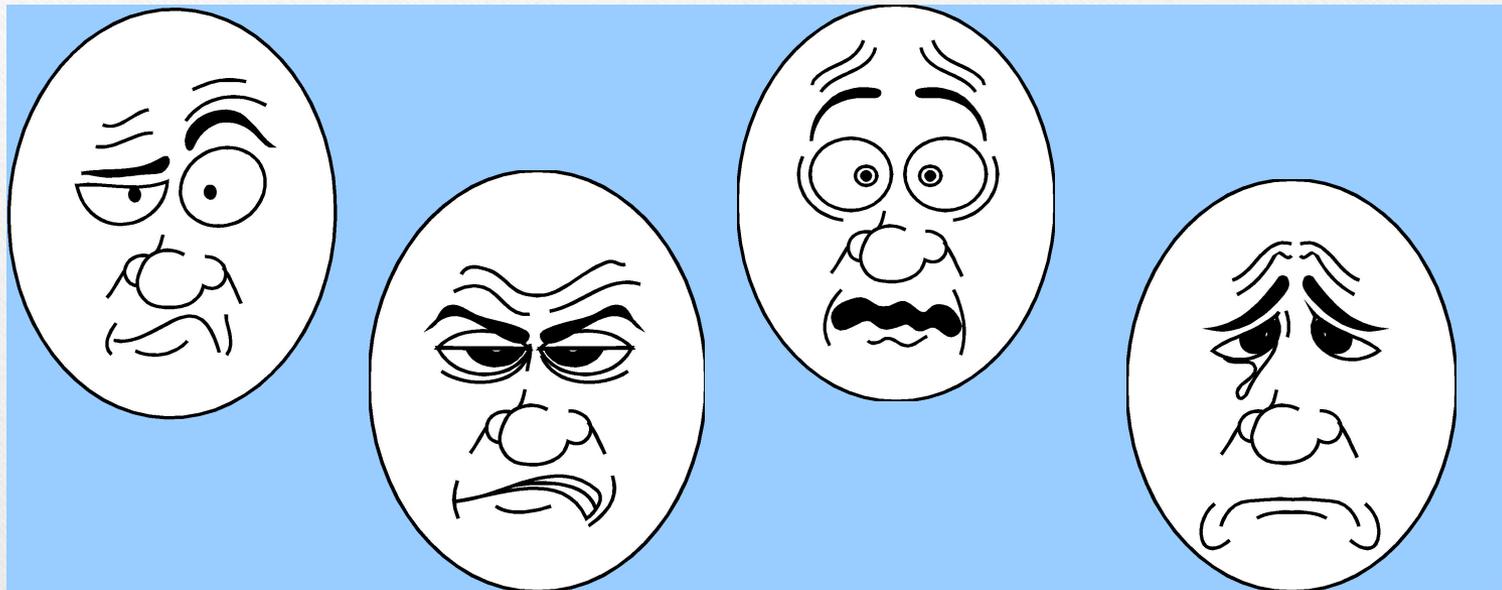
# *Etiquette and Manners*

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**While interacting with our  
GUEST**



# FACIAL EXPRESSIONS





# FACIAL EXPRESSIONS

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- Always smile
- Always maintain an interested and helpful expression
- Maintain Eye Contact



## Distance, speech, gestures

- Maintain distance of at least 2 feet
- Speak softly and clearly
- Avoid unnecessary movements of hands and facial gestures



## While Standing

# POSTURE

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- Stand Erect at ease
- Weight balanced on both feet
- Shoulders Straight
- Chest out/ Stomach in



## While Standing

# HANDS

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- Keep hands on the sides or behind your back
- Do not keep hands in pockets or on the hips.
- Do not cross arms across the chest.
- Do not lean against the counter



## While Standing

# IF THE GUESTS ARE NOT AROUND

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- Maintain your poise always.
- You may be in view of the guest, even if you are not interacting.
- Do not huddle together in groups.



# While Walking

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# While Walking

## PACE

- Walk at even pace in guest areas without sound of footsteps.
- Do not run in guest area



## While Walking

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### **IN CORRIDORS**

- if guests are approaching, get aside and give them first right of way
- If near a door, open the door for the guest to pass through.**

## While Walking

### WHICH SIDE

- Walk on the left hand side
- If accompanying a guest, walk on his/her right hand side and open the door of the guest
- Walk erect and maintain the poise



# While talking to colleagues

## SPEECH

- Speak softly and politely.
  - In restaurant
  - In corridors
  - At reception counter

## LANGUAGE

- Do not use slang or abusive language, with your colleagues



## While talking to colleagues

### ON TELEPHONE

- Be aware of your conversation on the telephone. Guests may be watching & hearing.
- *Never shout into the telephone.*
- *Do not have long conversation, when guests are waiting.*
- Do not entertain personal calls, while at work



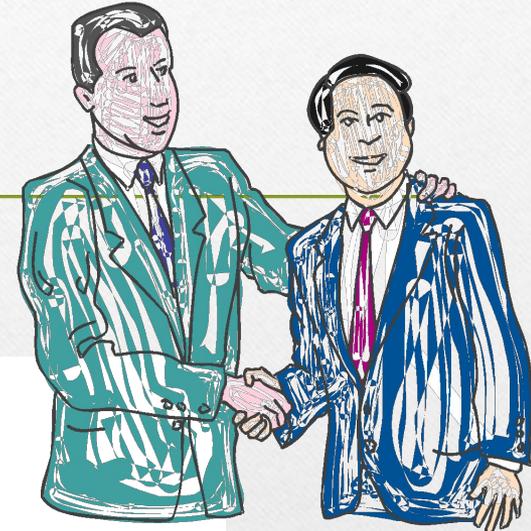
# Courteous Behavior

## ANTICIPATION

- Anticipate guest needs.
- Examples
  - *Open the door for the guest*
  - *Hand him/her a pen.*
  - *Light his/her cigarette.*
  - *Reach out for the bag, he/she is carrying.*



## Courteous Behaviour



### FAMILIARITY WITH GUESTS

- Do not get familiar with the guest, even if he treats you like a friend.
- *Remember your relationship with the guest is professional.*

# Courteous Behavior

## GUESTS & COLLEAGUES

- *Treating guests courteously and then turning to colleagues and talking impolitely, destroys the image.*
- Maintain the same finesse and politeness.



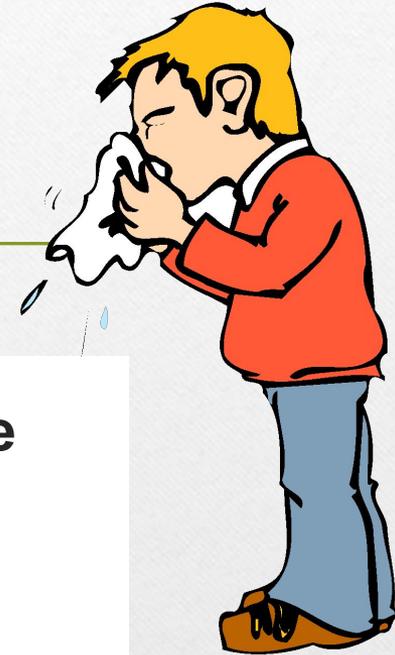
# Courteous Behavior

## GUESTS FROM STAR HOTELS

- Treat them with as much respect as your regular local guests.
- *They are potential guests too.*
- *Remember "word of mouth" publicity.*



## General



**Be aware of the offensive habits you have**

- *Biting nails*
- *Picking hair, nose, ear.*
- *Yawning.*
- *Sneezing / coughing without covering your mouth.*

**Refrain at least, when in guest's view.**

## General



### When on duty

- *Handle equipment without banging.*
- *Stay calm. Do not get nervous or hurried.*
- *Do not talk loudly or hold lengthy discussions, in guest areas.*
- *Do not talk in vernacular. Guest will misunderstand.*

## General



### When not on duty

- *Do not hang around in guest areas.*
- *Do not come to guest areas when not in uniform.*

## General

### When with the guest

- *Do not grumble. He is not interested in your woes.*
- *Do not speak poorly about other guest, staff or department.*
- *Do not hint or solicit tips.*



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**Thank You !**