

Effective Speaking

Restaurant and Hotel English

In Hotel Industry, it has been told that "Guest is the always the King". It doesnot make any difference in which department you work or what position youhold, if you are an hotelier you have to be very formal and friendly. People from any department who talk to a guest are the face of the hotel and need to know some basic polite expressions and techniques while they are talking. This politeness should come from their behaviour, gestures, and postures and most importantly from his language he uses.

Polite and effective enquires and responses:

Here are some basic polite expressions that every hotelier needsto know and use-

1. For Thanking

- a) Thank you very much Mr....
- b) I am very grateful for
- c) I really appreciate
- d) Thanks
- e) Thank a Million/ Lot

2. Polite Replies

- a) You're welcome
- b) It's my pleasure
- c) It's not a problem at all
- d) Never mind

if you communicate a mistake or a guest comes to you with a complaint

1. For Apology

- a) Sorry Sir
- b) I am very sorry Ma'am/ Sir for
- c) Terribly sorry
- d) Pardon
- e) Excuse Me
- f) I apologize for

2. Polite Replies

- a) It's okay
- b) Not at all
- c) I understand/ I completely understand d) No problem
- e) Don't worry about that I'll take care/ handle it

3. Polite Enquiries (Question)

- a) Would you like to have a cup of tea, sir?
- b) Could you possibly spell your last name?
- c) May I have your passport, please?
- d) Could you talk to our sales department?
- e) Allow me to call a taxi/ cab for you.

if you communicate a mistake or a guest comes to you with a complaint

4. For Apology

- a) Sorry Sir
- b) I am very sorry Ma'am/ Sir for
- c) Pardon
- d) Excuse Me
- e) I apologize for ...

Non Verbal Communication

Definition, Importance and Inevitability-

Non Verbal communication happens through gestures and body language. It is not only a more expressive form of communication but also allows us to express our love, hatred, likes, dislikes, respect and many other feelings without using words. Non Verbal cues include body language like facial expressions, hand movements, eye contacts etc.

A) KINESICS: (body language i.e. facial expressions, posture, hand movements, eye contacts etc.)

Kinesics is the study of body language, the way people sit or stand communicates a lot about their attitudes, emotions etc. Posture portrays confidence, anxiety, fear, aggressiveness and a host of other emotions.

B) PROXEMICS: (Space is used in communication)-Proxemics is the study of how people use the physical space around them and what this use tells about them.

C) PARA LANGUAGE: (Vocal behaviour and its impact on verbal communication)-The study of Para language focuses on how you say what you say. The tone of your voice, its loudness, softness, rate of speech

D) Voice Pitch- Pitch is the natural quality of a voice which can only be changed after a lot of practice. Low pitched voice is a good quality voice which commands attention and respect as it indicates that the speaker is in total control of the situation.

E) Rhythm- It refers to a pattern of voice. A smooth rhythm or flow of speech with a low pitch indicates confidence and authoritative convey lack of clarity.

F) Pronunciation & Enunciation- Good pronunciation is correct oral and delivery of a word.