

Effective Speaking

Restaurant and Hotel English

In Hotel Industry, it has been told that “Guest is the always the King”. It does not make any difference in which department you work or what position you hold, 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 behavior, 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 needs to 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 Lot

2. Polite Replies

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

Some other polite phases and responses which can be used to give thank you expression or 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.

All these expressions will help you to deal with the guest more politely along with a little bit of modulation.

I. Eye Contact:

Making an eye contact with the audience establish a bond. Eye contact involves glancing at the faces of the audience for a few seconds and not staring continuously.

II. Speaking Well:

It depends upon factors like pace, pitch, tone, volume and pausing at the right places.

a) **Pace**- Addressing a group of audience requires a slight slower pace than informal conversation which can be brought through emphasizing the mainpoints which speaking.

b) **Tone**- It is the quality which expresses feelings. It can reveal emotions like warmth and sincerity and how strongly the speaker feels about a topic. A harshly critical tone should be avoided as it makes the speaker's sound harsh and aggressive.

c) **Volume**- High volume doesn't mean shouting. It means being audible to the people sitting in the back rows.

d) **Pausing**- Pause doesn't imply failure in fluency. It can be used to create great effect. It can focus attention on what has been said Keeping in mind, the above points can be beneficial in addressing a group and bringing clarity in the speech.

Defining the Purpose of a Speech, Organizing the Ideas and Delivering the Speech.

The purpose of any speech can be categorized into broad headings:

1. General
2. Specific

There are three general speech purposes:

1. To Inform: The main concern of the speaker here is to make the audience understood and remember the information presented.

2. To Persuade: The major objective of a persuasive speech to induce the audience to think, feel and act in a manner intended by the speaker.

3. To Entertain: Through such speeches, the speaker wants the audience to have an enjoyable time.

Specific purpose describes the exact nature of response you want from the audience. It has three requirements:

1. Central Idea
2. Clear and Concise message