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Briefing No. 1

Greeting the Guest

1. ***Starter***
 (Start the exercise with the Five second Stretch. Make sure that they all really stretch - five seconds to the right and five seconds to the left).

2. ***Announce the Topic***
 This briefing is about Greeting our guest courteously. this is something very simple but very, very important.

3. ***Why this is Important***
 (Ask staff “Why is it important to greet guests courteously?” Get their ideas and then cover the points below:

Our Job is making guest happy. That’s our first and most important responsibility. Being courteous is a major part of our work. And even if we are not in a good mood we must be courteous.

When we put on our uniform we begin a performance, we play a role. Just like a professional actor or dancer, we can’t change the performance just because our mood has changed

The way we greet guests is one of the most important aspects of courteous service. Guest want courtesy and friendliness and we want our guest to feel respected and welcome. They are very disappointed if we don’t greet them with friendly courtesy.

It is very easy to greet guests courteously. You know how to do it and there is no reason why you can’t do it right every time you greet a guest. True?

Even when you are busy, you must, must, must greet guest courteously. And remember when you greet guests courteously they will forgive mistakes and delays. But if you don’t greet them courteously, guest can become very difficult to handle.

So, greeting guests is vitally important.
 Do you agree?

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4. ***How to greet; Our Standard of Courtesy***

(ask staff to tell you how we should greet guest courteously. Praise and repeat their correct answers. Involve as many people as possible. After they have given all their ideas, remind them of the points they forgot. Then show them the standard, already written out on flip chart paper).


Courteous English

- ◇ “Good MORning, Sir” (01:00 - 12:00)
- ◇ “Good AfterNOON, Sir” (12:00 - 18:00)
- ◇ “Good EVEning, Madam” (18:00 - 01:00)
- ◇ Say “SIR” or “Madam” or “Mr. <<GUEST>>”
“Madam, Sir” or “Mr. and Mrs. Jones”

Courteous Actions

Always greet guests courteously when you see them:

- * Greet the guest before he greets you
- * Speak when you are close to the guest (2 - 4 meters)
- * Act cheerfully and lively
- * When you speak, face your whole body towards the guest
- * Bow slightly and nod
- * Look in the guest eyes
- * Smile
- * Use the guest name if you know it
- * Greet the Lady first

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5. ***Common Mistakes and Discourtesies***

(Discuss the typical mistakes and discourteous greetings)

Wrong Action

- ◇ Ignoring the guest or pretending not to notice him
- ◇ Not greeting the guest at all
- ◇ Waving or saluting
- ◇ Greeting the guest silently
- ◇ Shouting out the greeting from a distance, i.e. more than 2 metres in the restaurant, more than 4 metres on the guest floor

Wrong English

- * Casual greetings, such as:
“Hello”, “Hi” , “Howdy”
- * “Morning” , “Afternoon” , “Evening”
- * Saying: “Good Morning Mr.”
or
“Mrs.” or “Lady” or “Madam” or “Mam” or “Gentleman” “Good Night”

6. ***Drill the Language with Enthusiasm***

(Do the drill and make sure the staff speak with enthusiasm)

7. ***Practise the Greeting: The Ball Game***

(Play the Ball game to practice the greeting with feeling. The game should last for seven to ten minutes. This is how to do it:)

Use a ball or any other soft object which can easily be thrown around the room and caught without damage or injury.

Form the group in a circle, hold the ball in your hands and explain the activity: The person who receives the ball should face someone in the group, look in his or her eyes,

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bow slightly, smile, say the greeting (Good Morning, Afternoon, Evening) and then throw the ball. **Speak first then throw the ball** - this is important!

If the person does not say the language correctly then the ball is returned to him and he tries again. If he makes two mistakes in a row then the whole group together says the language correctly. then the person with the ball tries again.

Begin the game with Good Morning Sir then switch to “Good Afternoon Sir/Madam”, then to “Good Evening Sir/ Madam”. Make sure the staff is saying the language with feeling!

Then start the game with Morning/Afternoon/Evening in sequence. After a few rounds, announce that the person who makes a mistake must leave the circle. (But don’t do this to soon, give them enough practice)

Continue until several people have dropped out and everyone has had a chance to practice.

8. **Questions?**

(Invite and answer their questions)

9. **Summary**

(Summarise the main points: speak with enthusiasm, give the guest your full attention, face your whole body to the guest, look him in the eye, act cheerful; don’t wait for the guest to greet you - greet him first. Greet every guest as if he is a V.I.P. and as if you are really happy to see him).