

	RESOURCE LIBRARY - RESTAURANTS Improving Service Program	Code: 03.11.025
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Briefing No. 3

Making Requests

1. ***Announce the Topic***

This briefing is about making requests - asking guests to do things.

2. ***Why is this Important***

We often need to ask a guest to do something, e.g. to say his room number, to fill out a form, etc.

If we do not use appropriate and courteous English, our request can sound like a command, and the guest may be upset. We do not have the right to tell a guest what to do - we must ask in a courteous manner.


Our Standard of Courtesy

Courteous Actions

- * Look the guest in the eyes when speaking
 - * Use his name if you know it
 - * Speak before asking
- e.g. “Could you SIGN the BILL, please?”
before handing over the bill
- * Wait for the guest to agree to your request before acting
- e.g. When you say “Could you FOLLOW ME, please?”
Wait for the guest to show agreement before you move

Courteous English

- * When making a request, say:
“Could you, please, sir/madam”
e.g. “Could you REPEAT THAT, please, sir/madam?”
“Could you SPELL YOUR NAME, please, sir/ madam?”

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- Note: 1. There are other courteous ways of making a request,
e.g. “May I know your name, sir/madam?”
2. To keep it all simple: this exercise concentrates on “Could you , please”
This is guaranteed 100% courteous.

Typical Mistakes and Discourtesies

Wrong Actions

- * Making requests silently:
e.g. silently handing over the registration card or bill to a guest
- * Making request using only gestures:
e.g. waving your hand instead of saying “Could you follow me, please”
- * Not looking at the guest when making a request

Wrong English

- * Making a request sounding like an order:
e.g. Saying “Sign here”
- * Making a request without saying “please, sir/ madam”
- * Saying “please” twice in one sentence
e.g. “Please fill in this form please”
- * Making a request by saying “I want you to “
e.g. “I want you to sign here”