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Briefing No. 5

Thanking the Guest

1. ***Announce the Topic***

This briefing is about thanking guests and responding courteously to guest who thank us.

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

Guest often do things for us - small things like signing the bill and big things like giving us a tip.

Every time a guest does something for us we should say thank you. Remember that “Thank you” is used much more often in English than in our language.

Sometimes a guest does something special for us, like giving us a tip or holding open a door for us to pass. in these cases we need more than a simple “thank you” - we must say “thank you very much”.

Guests often say “thank you” to us. Whenever the guests thank us, we should acknowledge him courteously by saying “You’re welcome”.

3. ***Common Mistakes and Discourtesies***


These points are very basic - everyone knows how to say “thank you” and “you’re welcome”. So why do we need a training session to talk about it? (Wait for someone to answer)

Because even though it’s simple and easy to do, there are many problems in this area. For example, imagine that you are guests and I am staff. Take turns saying “thank you” to me. (Move around the group and when a staff says “thank you” you should reply with one of the discourtesies, such as “Yep”, “OK”, “Yes”, etc. Give them about three examples.

You see? These are typical. Everybody knows “You’re welcome”, but not everybody uses it.

What are some of the other mistakes people make when saying thank you or when responding to thanks

Cover all the point on the following page. Get as many points as possible from the staff.

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Common Mistakes and Discourtesies

Wrong Actions

- * Forgetting to thank guests with words. Just smiling or nodding, instead of saying “Thank you”
- * Not looking at the guest when saying “Thank you” or “You’re welcome”

Wrong English

Thanking

- * Informal or too friendly language, like
“Thanks”, “Thanks a lot”, “OK”
- * Over-formal language like:
 - * “I’m extremely grateful” “Thank you so very much”
 - * “Please accept my thanks”, “You’re so kind”

Accepting Thanks

- * Informal language when the guest thanks us; like:
“It’s OK”, “It’s Alright”, “Don’t mention it” “No problem”, “Yes”, “Yep”, “My pleasure”,
“Not at all”, “It’s my job”, “It doesn’t matter”, “No thanks”

4. *Language Points*

Note that “You’re welcome” should be spoken just like that. If you say “You are welcome” it sounds stiff. A native English speaker would never say “You are welcome”.

Some staff say “No need” or “No thank you” when they really mean: “You’re welcome - no thanks are necessary”. These expressions are clearly wrong.

When the guest thanks us it would be wrong to reply “It’s my job”. This is like telling the guest: “I didn’t do anything for you - it’s just my job and I have to do it whether I like it or not”.

The expressions “Don’t mention it” and “It’s my pleasure” are courteous but should not be used casually. It is best to use these expressions if you have done a personal favour

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or an exceptional service for a guest, e.g. If a guest said to you “Thanks for your help” or “Thank you very much. You’re very kind”, then it would be good to say “It’s my pleasure”.

Another way of responding to thanks is to say “Thank you” but change the stress from “Thank you” to “thank You”. You could use this expression if a guest did something special, like giving a tip.

There is one occasion where we don’t say “You’re welcome”:

Suppose you ask a guest how is he, or how is his meal. The guest may reply: I’m fine, thank you” or “it’s delicious, thank you”. In these cases we should not say “You’re welcome. Instead, say: “That’s good” or “I’m glad you like it” or just smile.

5. **Questions**

Any questions?

6. **Our Standard of Courtesy**

Discuss the correct way of saying “Thank you” and responding when a guest says thanks to us.


Our Standard of Courtesy

Courteous Actions

- * Give the guest your full attention when thanking him or when responding to thanks
- * Face the guest and look in his eyes
- * Smile and bow slightly

Courteous English

- * Routine thanking, say:
“THANK you sir”
- * Special thanking, say:
“Thank you VERY MUCH sir”

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- * Replying to thanks, say
 “You’re WELcome sir”

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7. **Activity: The Line Drill**

As you know, it's not enough for us to use the right words - we have to speak with feeling. Now I would like to see you say "Thank You, sir" and "You're welcome, sir" as if you really mean it.

Can you all please stand up.

Use the line drill to practice.

Line the staff in two rows, facing each other. Make sure that each person has a partner - if not, you join in as a participant.

Get the rows to take turns practising language and actions on their partner: Row A speaks once, all together, then Row B. Then repeat.

Give the staff the chance to practice with different partners by changing the position of people in Row A, i.e. move the person at the top of the line to the end, and get the others to move up one position.

Start by getting Row A. to say "Thank you, sir" Row B replies "You're welcome, sir" Then Row B says "Thank you" and row A replies "You're welcome". Then change partners and continue.

After a few minutes change to "Thank you very much, sir" "You're welcome, sir"

Remember to stop the activity several times to focus on the correct points.

8. **Questions?**

9. **Summary**

This has been a very simple briefing but a very important one. Every guest who comes here does us a favour - he does not have to spend his money in our hotel. We must be grateful that people choose our hotel and we must show our thanks by saying "thank you" - say it often and say it with feeling!

10. **Conclusion**

Before you go, I would like to remind you of one point:

"Who pays our salaries?" - The General manager?, The Owner of the Hotel?

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No. The guest pays us. All the money in this hotel comes from our guest. So show your thanks.