

Unit 203: Provide guest service

Worksheet 1: Know how effective communication is used to benefit a hospitality establishment

Describe non-verbal communication and how it can betray your verbal message:

Identify three different examples of written communication commonly used when dealing with guests:

1.

2.

3.

Explain what is meant by effective listening:

List three principles of effective communication

1.

2.

3.

Explain the benefits of effective communication:

List three ways of overcoming barriers to effective communication

1.

2.

3.

Explain why being aware of cultural differences contributes towards effective communication:
