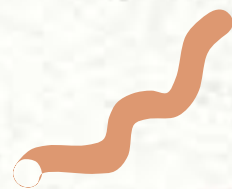


Father in Heaven, Thanks thee for
this day that you've given us.

Thanks, thee for all the resources that we have to
make this discussion more efficient. We ask thee
for wisdom and guidance as we go through this
morning. We may have an interactive and
productive discussion this morning. We love you.

In Jesus name, Amen





MOTIVATIONAL

WELCOME & GREET GUESTS












OBJECTIVES:

a. Identify the importance of properly welcoming and greeting guests.

b. Develop confidence and professionalism in guest interactions.

c. Demonstrate the correct way of welcoming and greeting guests in different scenarios.






WHAT IS RECEPTIONIST?

- The person who welcomes or greets guests in the restaurant is called a *Receptionist*. They are also known as a *host* or *hostess*.








IMPORTANCE OF WELCOMING GUESTS

- Creates a positive first impression
 - Shows respect and hospitability
 - Creating a positive customer experience
- 
- 
- 



STEPS IN WELCOMING GUESTS

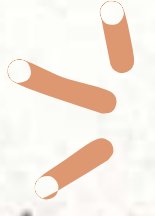




- Greet with a Smile: always smile and make eye contact
 - Use proper Greetings: (e.g., Good morning! Welcome to [Restaurant Name]. How may I assist you today?)
 - Offer Assistance: Guide guests to their seats, provide menus, and introduce their server.
- 
- 
- 



PROFESSIONAL BODY LANGUAGE





- Maintain an open posture.
 - Avoid crossing arms or looking distracted.
 - Use gentle hand gestures to guide guests.
- 
- 
- 



EFFECTIVE COMMUNICATION



- Speak clearly and confidently.
 - Use polite and positive language.
 - Listen actively to guest requests.
- 
- 



HANDLING SPECIAL REQUESTS AND CONCERNS




- Accommodate guest's preferences whenever possible.
 - Politely handle complaints or special requests.
- 



VERBAL COMMUNICATION IN GREETINGS



VERBAL:


- Use a friendly and welcoming tone
 - Address guests politely (e.g., “Good morning, sir/madam”)
 - Use clear and concise language
 - Speak at an appropriate volume
- 



NON-VERBAL COMMUNICATION IN GREETINGS



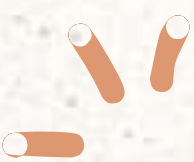






NON-VERBAL:

- Maintain eye contact
 - Smile genuinely
 - Offer a firm handshake (if appropriate)
 - Use open and inviting body language
 - Be attentive and approachable
- 



POINTS TO REMEMBER IN WELCOMING GUESTS

1. Greet guests appropriately based on the time of day:

- 
- Morning (00:00 – 11:59) → "Good morning"
 - Afternoon (12:00 – 06:59) → "Good afternoon"
 - Evening (07:00 – 12:59) → "Good evening"
- 
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POINTS TO REMEMBER IN WELCOMING GUESTS

2. Use guests' names when known to create a personalized experience.



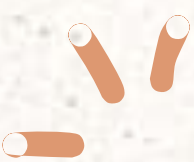
3. Acknowledge guests immediately with eye contact, a smile, or a polite phrase, even if you're busy.

4. Offer assistance with coats, umbrellas, or any other needs to create a welcoming atmosphere.











POINTS TO REMEMBER IN WELCOMING GUESTS




5. Check for reservations, guide guests to their table, and inform them of waiting times if necessary. Offer a lounge area or complimentary drinks if there is a wait.





POINTS TO REMEMBER IN WELCOMING GUESTS

6. Escort guests at a comfortable place, politely guiding them to their table and assisting them in being seated.

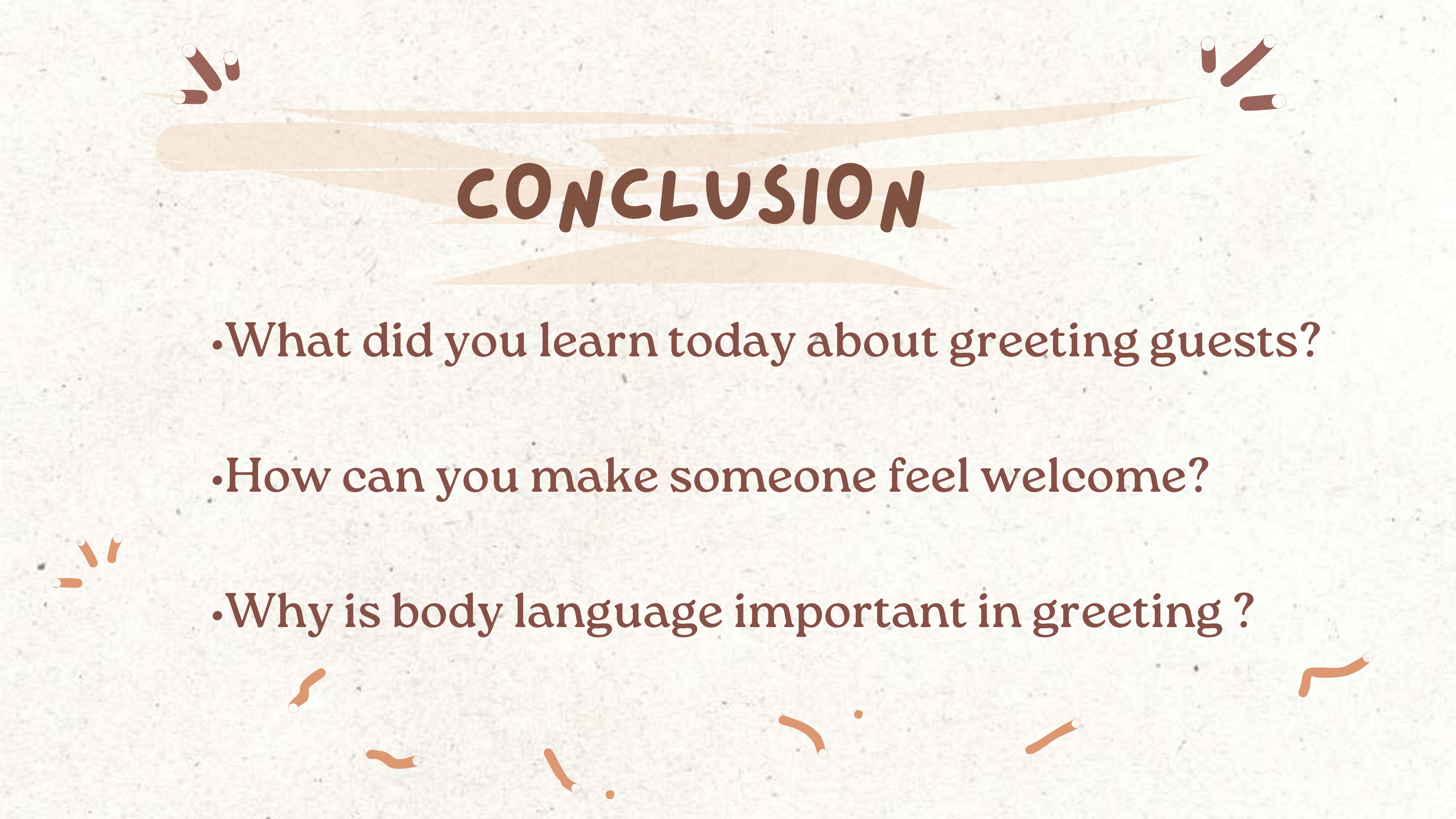




POINTS TO REMEMBER IN WELCOMING GUESTS

7. Pull out the chair for guests (ladies first) and introduce them to the captain waiter.

8. The hostess/receptionist leaves after ensuring the guest is attended to by the waiter.



CONCLUSION

- What did you learn today about greeting guests?
- How can you make someone feel welcome?
- Why is body language important in greeting ?



**THANK YOU FOR
LISTENING!**





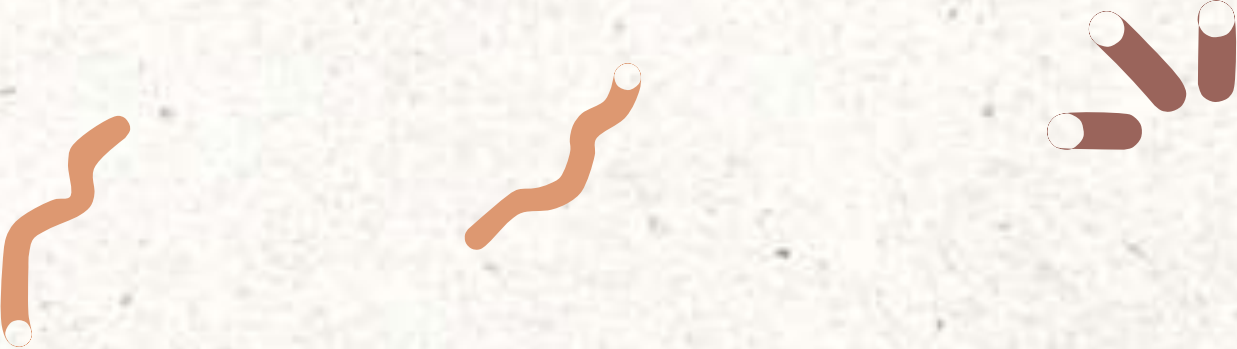
QUIZ TIME!



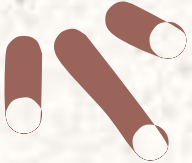
1. What is the most important element when greeting a guest?




- a) Speaking loudly
 - b) Smiling and making eye contact
 - c) Standing still
 - d) Ignoring the guest
- 
- 



2. Which of the following is the most appropriate greeting in a fine dining restaurant?




- a) "Hey there! What do you want?"
 - b) "You, table for two?"
 - c) "Good evening! Welcome to [Restaurant Name]. Do you have a reservation?"
 - d) "Hurry up and find a seat."
- 



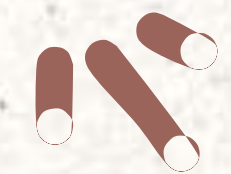
3. Why is body language important when welcoming guests?



- a) It helps communicate warmth and professionalism.
 - b) It makes guests feel nervous.
 - c) It shows that you are in a hurry.
 - d) It is not important at all.
- 




Part II: True or False



4. ___ A good host should always make eye contact and smile when greeting guests.

5. ___ Using a friendly and professional tone when greeting guests is not necessary.






Part III: Short Answer



6-7. Write two polite phrases you can use when greeting a guest.



8-10. How can you make a guest feel more welcome upon arrival?

