



## Exhibiting Competence & Confidence

Indicators	Level of importance 1-not very – 10 very	When is skill required: D=daily S=sometimes	Comments
Be ethical			
Know your products and services			
Speak clearly			
Manage time			
Wear appropriate attire			
Have knowledge of industry			
Remain calm in stressful situations			
Make decisions based on what's good for business			
Show respect to co-workers			
Be on time for shift			
Have professional credentials			
Act as a mentor or coach			
Motivate others			
Be courteously			
Have knowledge of the industry			
Offer polite greetings			
Make eye contact			
Use appropriate language			
Have a service attitude			
Communicate with others			
Always do more than is expected of you			
Show appreciation when others offer you help			
Follow the rules			
Be a team player			



**NONVERBAL COMMUNICATION- Reading Cues from the Guest**

Think about how many times you’ve had a “gut feeling”, good or bad, your instincts are usually right. Most often our perceptions are based on nonverbal cues. For each behavior/gesture listed below think about what message your instincts pick up on and suggest how you would respond to each behavior/gesture that sends a more positive message.

Imagine these behaviours exhibited by guests in service settings.

Behavior	Message	How I would respond
Arms folded	_____	
Hand in pockets	_____	
Fingers tapping	_____	
Eyes wandering	_____	
Eyebrows raised	_____	
Stern expression	_____	
Leaning backwards	_____	
Hands on hips	_____	
Leaning on one hip	_____	
Hands clenched	_____	
Slumping in chair	_____	
Leaning on desk	_____	
Frowning	_____	
Eyes fixed - staring	_____	



## NONVERBAL MESSAGES – What am I saying?

- 1 Circle which of the following words best describe a message of confidence and competence:

Precise	Distinct	Relaxed	Excited	Positive
Colorful	Humorous	Helpful	Intelligent	Assured
Friendly	Approachable	Alert	Appropriate	Genuine

- 2 What non-verbal gestures or behaviors could you deliberately use to show the above characteristics?

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- 3 When it comes to speech style, what do the following say to a listener?

- Long pauses/hesitating
- “ummming”
- Rapid speaking
- Failure to make eye contact
- Inappropriate choice of words

- 4 Consider each of the categories listed below. What nonverbal cues express each of the following:

That you are too casual	_____
That your style is dated	_____
That you were in a rush or felt lazy when you got dressed	_____
That you really don't care	_____
That you are anxious	_____
That you are bored or disinterested	_____
That you are uncertain or not confident	_____
That you are confused	_____
That you are angry or frustrated	_____