Exhibiting Competence & Confidence

Indicators	Level of importance	When is skill required:	Comments
	1-not very –	D=daily	
	10 very	S=sometimes	
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			





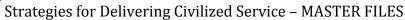
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NONVERBAL COMMUNICATION- Reading Cues from the Guest

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 tand competence	•	e following words best describe a message of confidence					
	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 th above characteristics?							
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	o casual						
That your style is dated That you were in a rush or felt lazy when you got dressed								
								That you really
	That you are an	ixious						
	That you are bo	red or disinteres	ted					
	That you are un	certain or not co	nfident					
	That you are co	nfused						
	That you are an	gry or frustrated						