

WELCOMING CONVERSATION



LEARNING OUTCOME: Welcoming guests by using the right language that shows the corporate identity of the organisation. Giving the guest a warm welcome that feels natural.

PREPARATIONS

- ✓ Immaculate grooming
- ✓ It is advisable that the welcoming area looks immaculate
- ✓ Have drinks in place in the waiting area.



Madam/sir, good afternoon, welcome to _____. How may I be of assistance?

Hello, we had a meeting with Mr(s). _____



Very good sir, that is probably (NAME) our expert in _____. (s)he is the person you need.

I'm afraid we are late for the appointment.



Not to worry, we are very flexibel in our timing. Allow me to escort you to the waiting area.

Thank you.



My pleasure, sir. Is there anything else I can do for you?

No, that is all. Thank you.



Have great day, sir/madam.

REMARKS:

- By first adressing with 'sir' or 'madam', you are not like everyone who first says 'good afternoon'. In the rules of etiquette it is also much politer to address first the ladies.
- Avoid negative expressions such as 'no problem'. Again it will seperate you from the rest and the word 'problem' always has a negative sound to it. Try using the world challenge if you really have to.
- Try to end your service conversation with "My pleasure". It shows your level of hospitality.