GREETING VISITORS
Now let’s take a look at your role. We will begin with the importance of Greeting Visitors.
Being Friendly and Welcoming are Critical

- The initial greeting is always designed to communicate “We’re glad you’re here!”

- Your greeting represents the entire destination.

- You are an ambassador.
Traveling is hard, you may be the first smiling face a person has seen all day. This sounds simple to do, but even if you are on the phone with a visitor a smile should always be the first step with every visitor. Smiling goes hand in hand with a positive upbeat tone. You need to project confidence in the service you are delivering.
Being Friendly and Welcoming are Critical

- Greet your visitors like guests in your home. Visitors are always welcomed and should not be viewed as an interruption in your day. If a visitor walks in or calls he or she should take precedence over any side conversations you may be having with other employees.
Being Friendly and Welcoming are Critical

- Always ask “may I help you?”

- If the visitor replies no, simply say, “I am here if you need me, please do not hesitate to ask.”
Being Friendly and Welcoming are Critical

- When a customer walks through the door or enters your area, someone should make eye contact and be conscious of whether or not someone has asked the person if they need help.

- A general rule of thumb is never walk by a visitor unless you ask to help, make eye contact, etc.
Lines Are Opportunities

- Do you greet visitors who have been standing in a line? One of the most frustrating things for visitors is a long line.
- What employee activities can exacerbate the problem?
- Suggestions to improve the waiting process?
Connect with the Visitor

- Break the Ice to Form a Bond.

- One of your goals should be to build a relationship. To begin the interaction you may want to spend a moment or two on small talk.
Connect with the Visitor

- The amount of small talk should be in proportion to the time you will spend with the visitor. The quicker the service, the quicker the small talk.

- By creating some kind of relationship, no matter how small, it shows the visitor that you’re human.
Connect with the Visitor

- When greeting a visitor do your best to introduce yourself and get the name of the person you are speaking with. Use the visitor’s name when you first begin a conversation and again periodically throughout the interaction.

- Someone’s name is the most important word in any language. The use of a name in the world of customer service is a sure way to show that you are “Licensed to Serve!”
Greeting Visitors QUIZ

- Now let’s do a quiz for Greeting Visitors.

TRUE or FALSE
Greeting Visitors QUIZ

Generally, employees should make eye contact and ask visitors if they need assistance.
Greeting Visitors QUIZ

Generally, employees should make eye contact and ask visitors if they need assistance.

TRUE
Greeting Visitors QUIZ

FILL IN THE BLANK
Greeting Visitors QUIZ

Customers take ????????????????? over employee conversations.
Greeting Visitors QUIZ

Customers take PRECEDENCE over employee conversations.
Greeting Visitors QUIZ

The amount of ?????? ????? with a visitor should be in proportion to the time you spend with a visitor.
Greeting Visitors QUIZ

The amount of **SMALL TALK** with a visitor should be in proportion to the time you spend with a visitor.
Greeting Visitors QUIZ

Use a customer’s ??? when you first begin a conversation and again periodically throughout the interaction.
Use a customer’s **NAME** when you first begin a conversation and again periodically throughout the interaction.