



"How may I assist you?"

Key American Sign Language Phrases You Need to Know

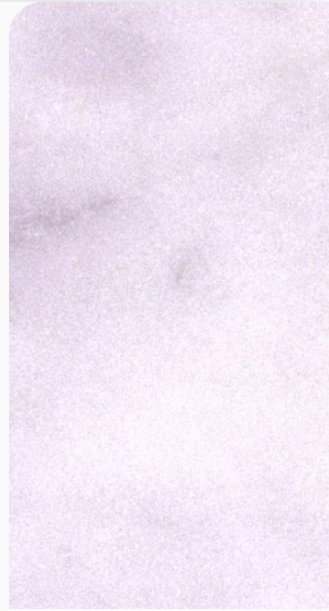


Agenda

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| 2 | Welcoming & Communication Basics | 6 | Hotels & Lodging |
| 3 | Common Visitor Needs | 7 | Tours & Guided Experiences |
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Deaf Culture



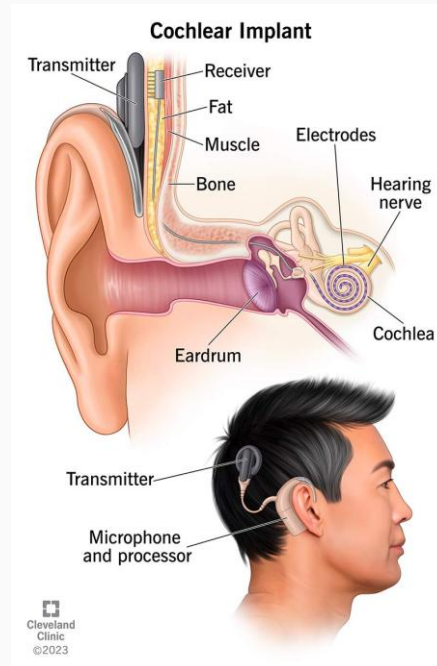
Deaf Culture

- Over 500,000 speakers
- Gallaudet University
 - Paul Hubbard - The Huddle Invention (1894)
- Western PA School for the Deaf
- Pittsburgh Area Deaf Association
- Americans With Disabilities Act (ADA)
 - Title II and Title III Entities
 - Public and Private
 - Equally effective communication for those with and without disabilities



Deaf Culture

- Facial expressions
- Eye contact
- Pointing
- Wave/Tapping shoulder
- Writing/Typing
- Do not shout
- Dialect
- Hearing Aids vs Cochlear Implants
- Sentence Structure



Language Structure

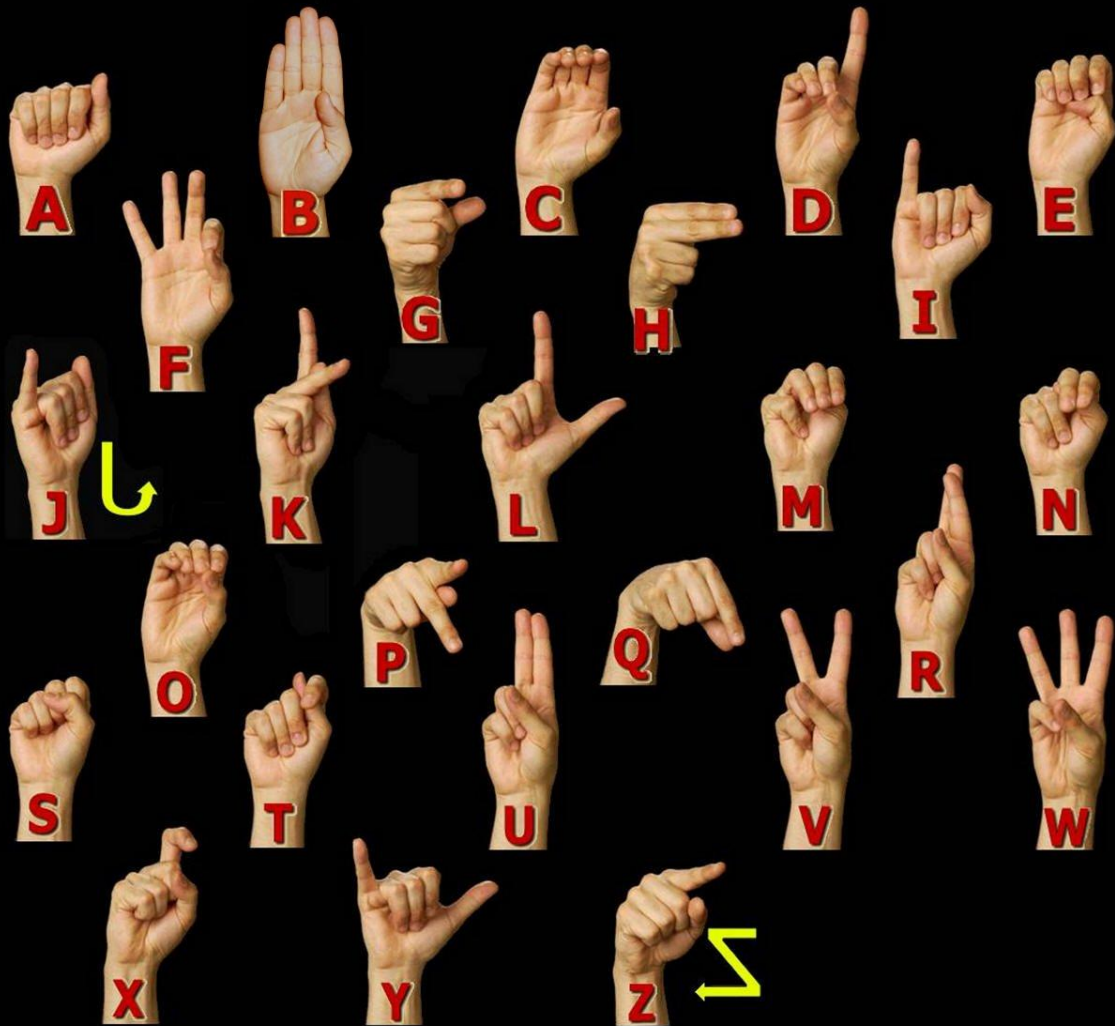
Object - Subject - Verb

Ex. "Car me drive."

Ex. "Hotel me go."

Ex. "Tour time start?"





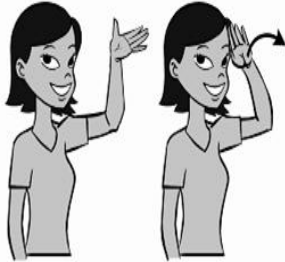


Welcoming & Communication Basics

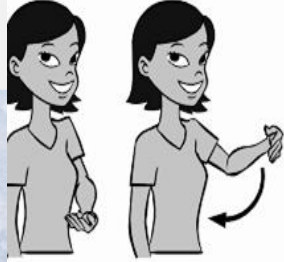
These phrases cover first impressions, basic assistance, navigation, and care—the moments that most shape a visitor's experience.



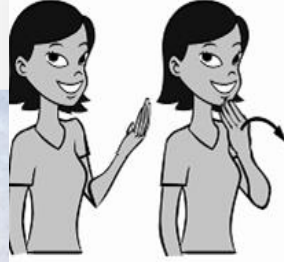
Welcoming & Communication Basics



Hello



Welcome



Thank
You/You're
Welcome



Please



Goodbye

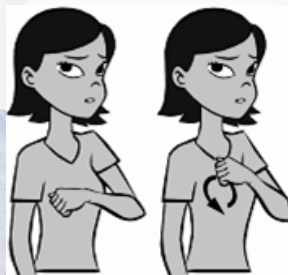
Welcoming & Communication Basics



Help



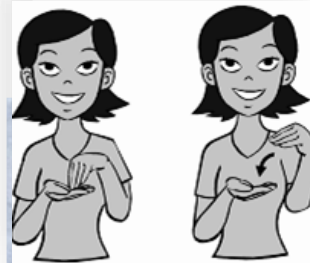
One moment
please



Sorry



I don't
understand



Repeat/Again

Directions & Wayfinding

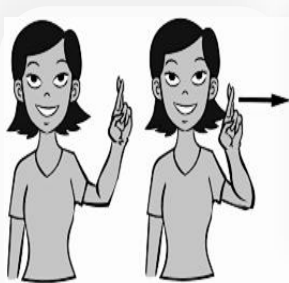
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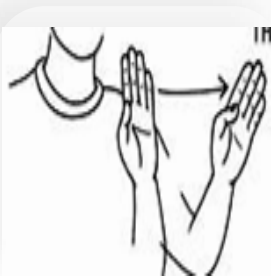
Directions & Wayfinding



Left



Right



Straight



This
Way/Follow
me/ Come
along



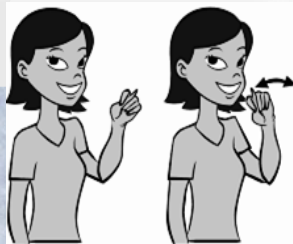
Wait

Common Visitor Needs

These phrases cover first impressions, basic assistance, navigation, and care—the moments that most shape a visitor's experience.



Common Visitor Needs



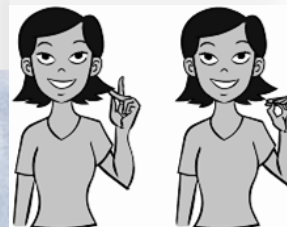
Restroom



Tickets



Map



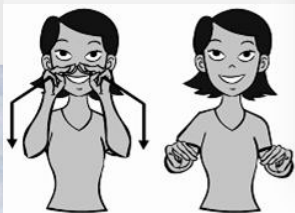
Are you okay?

Historic Sites & Museums

Focus: orientation, interpretation, visitor flow



Historic Sites & Museums



Museum



Important



Elevator



Stairs



Open



Closed

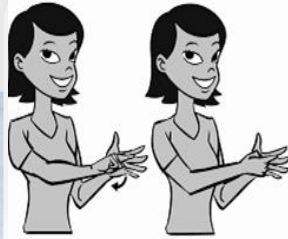
Historic Sites & Museums



Photos
allowed/Not
allowed



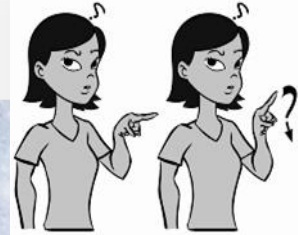
Touch/Do not
touch



Starts



Now



Questions

Outdoor Recreation & Parks

Focus: safety, directions, time, and comfort



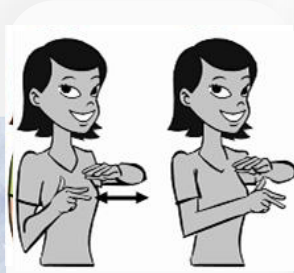
Outdoor Recreation & Parks



Trail/Path



Parking Lot



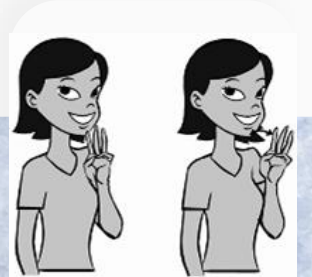
Parking Garage



Be Careful



Emergency



Water

Outdoor Recreation & Parks



How Long?



Stop



Here

Hotels & Lodging

Focus: check-in flow, amenities, problem-solving



Hotels & Lodging



Check-In/
Check-out



Reservation



What is your
name?



Room

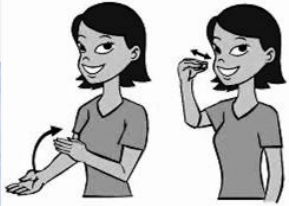


Number



Key

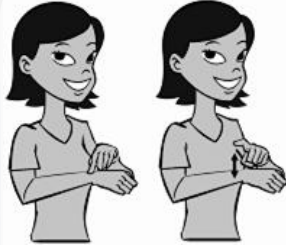
Hotels & Lodging



Breakfast



Internet



What time?



Today



Tomorrow



Pay me

Hotels & Lodging



Credit Card



Problem



Stay Together
(Group)

Tours & Guided Experiences

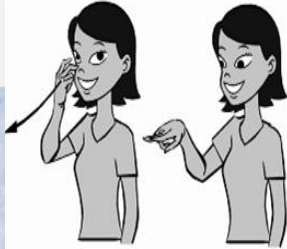
Focus: group control, pacing, clarity



Tours & Guided Experiences



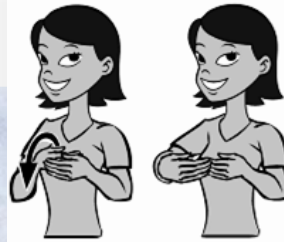
Stay Together
(Group)



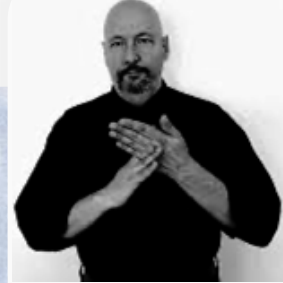
Look
(Here/There)



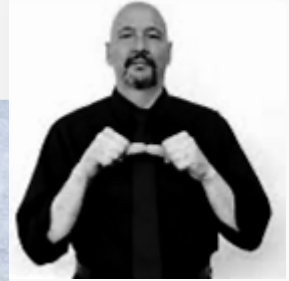
Important



Next



Break



Continue

Let's discuss!

American Sign Language is so much more than just signs. It is a fully immersive cultural experience! I hope you enjoyed today's presentation! What questions do you have?

Questions? Please reach out!



Resources

<https://www.lifeprint.com/>

<https://babysignlanguage.com/>

<https://www.ada.gov/resources/effective-communication/>





Thank you!

