How May I Help You?

Communication and Telephone Strategies

Restaurant Management
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COMMUNICATION
Communication

Sending → Receiving

Gestures
Talking
Writing

Response
Basic Skills

Listening
• The ability to focus closely on what another person is saying
• Involves understanding what you hear
• Focus on the speaker’s face and eyes

Speaking
• Occurs when you say something
• Includes:
  – Your posture
  – Your tone of voice
  – Words you choose
Business Calls

Customers
• Will call the restaurant for:
  – Information
    • Directions
    • Hours of operation
    • Menu
    • Specials
  – Reservations

Vendors
• Will call the restaurant for:
  – Delivery times
  – New products
  – Purchase orders
Telephone Techniques

• What is more important?
  – What you say or how you say it?
• More Considerations:
  – Background noise
  – Non-verbal communication
  – Service businesses expect
  – Voice levels
Answering the Telephone

• Smile
• Speak clearly and calmly
• Be polite and helpful
• Be able to:
  – Answer most frequently asked questions
  – Provide directions to the business
• Thank the caller for calling
• Depending on time of day, say:
  – Good morning
  – Good afternoon
  – Good evening
• Identify the name of the business
• Provide your name
• Date
• Time of call
• Name of caller
• Name of person who should receive message
• Message
4 Tips for Better Phone Communication

When it comes to communicating over the telephone, are you putting your best foot forward or are you just phoning it in? Learn how to radiate personality over the phone with the four simple strategies.
Questions?
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• 4 Tips for Better Phone Communication
  When it comes to communicating over the telephone, are you putting your best foot forward or are you just phoning it in? Learn how to radiate personality over the phone with the four simple strategies.
  http://youtu.be/Kv3q2vcGq74