Communication is the process of sending and receiving information by gestures, talking or writing for a response or action.
Communication also includes both verbal and nonverbal communication.

Verbal communication is the sharing of information between individuals by using speech or writing emails, letters, memos and messages.

Nonverbal communication is the process of communication through sending and receiving wordless (mostly visual) cues between people that includes gestures, facial expressions and body language.
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

Listening:
• you must pay attention when you listen to someone
• be sure not to interrupt
• you may ask questions to clarify

Speaking:
• includes how you organize and present your thoughts
Telephones are a vital part of the restaurant business.
Business calls to the restaurant are usually made by customers and vendors.

Customers will also call the restaurant to complain about the food, poor service or the lack of cleanliness of the facility.

Vendors can either sell food or equipment to the restaurant.

Can you think of other reasons customers may call a restaurant?

<table>
<thead>
<tr>
<th>Customers</th>
<th>Vendors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will call the restaurant for:</td>
<td>Will call the restaurant for:</td>
</tr>
<tr>
<td>– Information</td>
<td>– Delivery times</td>
</tr>
<tr>
<td>• Directions</td>
<td>– New products</td>
</tr>
<tr>
<td>• Hours of operation</td>
<td>– Purchase orders</td>
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<tr>
<td>• Menu</td>
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<tr>
<td>• Specials</td>
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<tr>
<td>– Reservations</td>
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</table>
Let’s get back to the first question and consider.... “Is what you say more or less important than how you say it?”

Many people will argue one over the other, that WHAT you say is more important while others will argue the point that HOW you say something is more important.

Truth – They are BOTH important! When on a telephone, neither party has the opportunity to watch or “read” the other person.

The use of nonverbal communication, such as hand gestures and facial expression, is not an option. So, how you say something is as important as what you say.

Other distractions can also interfere such as background noise, phone line issues, a soft-spoken person versus a voice that carries, and most of all, remembering you are in a service business and your business depends on good service.

Customers expect courtesy and that begins at the front desk and on the phone.
The way you communicate over the telephone can make a difference to your employer.

Be sure not to eat, drink or chew gum while speaking on the phone.
Greeting

- 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
If you need to take a message, be sure to have pen and paper available.

Repeat the message to the caller, ask how to spell their name and the name of the company if you are not sure.

Be sure to give the message to the intended person.
Click on the image to view the video:

**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](http://youtu.be/Kv3q2vcGq74)
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