Video – First impressions

There are many occasions where the interaction between an employee of a tourism organisation and a customer begins before any words are spoken. The body language and attitude of the employee is an important part in helping the customer to feel welcome.

# Activity 1

Watch the 6 scenes of a hotel receptionist greeting a customer. Although there is no spoken communication, the attitude and body language of the receptionist changes from scene to scene.

A range of words to describe the attitude and body language of the receptionist can be found in the table below.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Friendly** | **Arrogant** | **Distracted** | **Bored** | **Over-friendly** |
| **Disinterested** | **Welcoming** | **Aggressive** | **Aloof** | **Disorganised** |

Choose the word (or words) from the table above which describes the attitude and body language of the receptionist in each of the 6 scenes. You might think of different words to describe the body language of the receptionist.

|  |  |
| --- | --- |
| **Scene Number** | **Your thoughts on the attitude and body language of the receptionist** |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |
| **6** |  |

There is no right answer. Discuss your answers with your class mates.