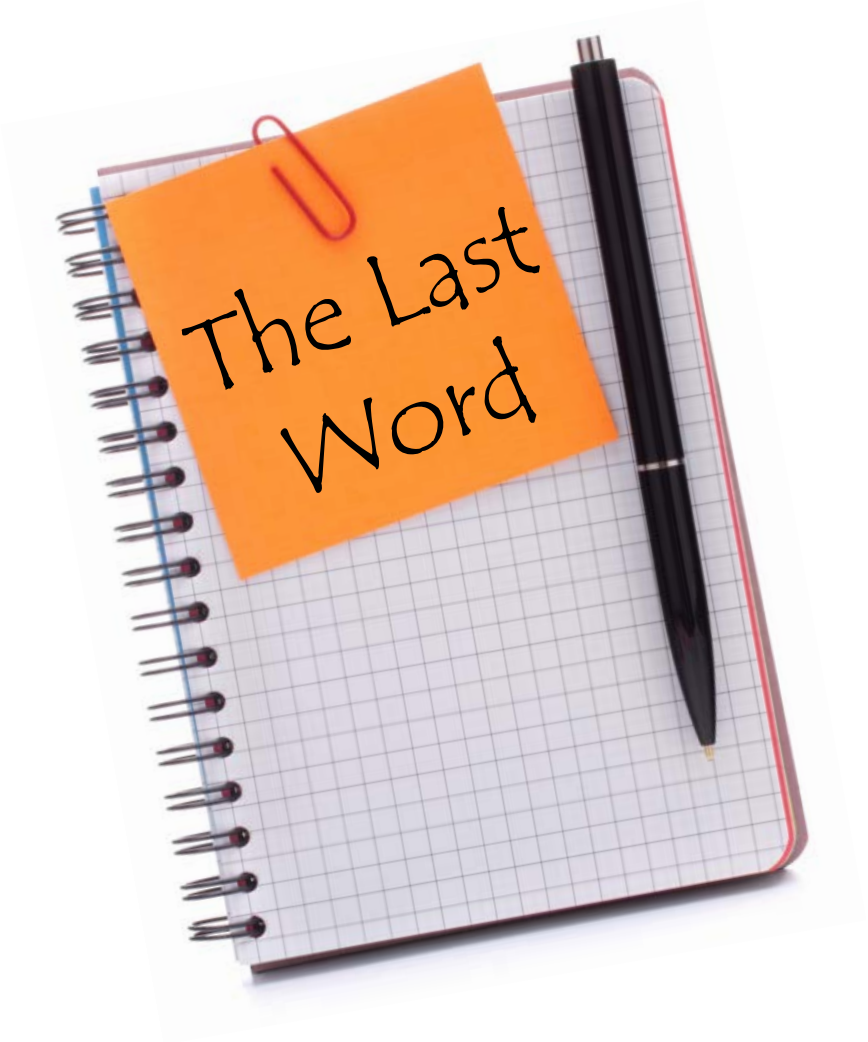
PRESENTATION | **Social Skills & Etiquette**

SUCCEED THROUGH SERVICE



SUCCEED THROUGH SERVICE

OVERVIEW

1. Personal skills and manners needed to create a great impression as well as professionally interact and communicate with others

2. How to apply personal and professional skills and manners in different situations and settings

SUCCEED THROUGH SERVICE

WHAT ARE...Social Skills?

- Providing a warm greeting
- Listening when someone is talking to you
- Interacting positively in a group setting

Showing interest in what others are saying

SUCCEED THROUGH SERVICE

WHAT IS…Etiquette?

- Keeping elbows off the table
- Opening doors for other people
- Chewing food with your mouth closed

Saying "Please" and "Thank You"

SUCCEED THROUGH SERVICE

It's all about FIRST IMPRESSIONS Provide a warm welcome…

- Eye contact
- Facial expressions
- Energy in your voice
- Polite greeting

It takes 43 muscles to frown and only 17 to smile…

THE NAME GAME

- Always address adults by their formal name...
  “Good afternoon Mr. Jones”

- Try to use a person’s name throughout the discussion

SUCCEED THROUGH SERVICE

Five steps to a "LEVEL 10" HANDSHAKE

1. Use your right hand
2. Make sure your hand is dry and clean
3. Press your "web" against the other person's "web"
4. Grasp firmly, pump 2 – 3 times, then release
5. Shake with confidence

SUCCEED THROUGH SERVICE

SMALL COURTESIES

- Entering through a door as people are exiting
- Entering an elevator or subway train
- Before being seated at a restaurant dining table

Remember to slow down and be aware of your surroundings

SUCCEED THROUGH SERVICE

TELEPHONE ETIQUETTE

- Good morning / hello / good evening
- Thank you for calling
- Answer with a big smile
- Take a complete message, repeat for accuracy
- Thank the caller

SUCCEED THROUGH SERVICE

What about CELL PHONES?

1. Keep it on “SILENT” at school, at the movies or anywhere it could disturb others

2. If it rings by accident, apologize and promptly turn it OFF

SUCCEED THROUGH SERVICE

GROOMING

1. People should notice YOU
2. Good personal hygiene
3. Clean nails and freshen polish
4. Wear clothes that are cleaned and pressed
5. Look in the mirror
6. Remember posture

SUCCEED THROUGH SERVICE

TABLE ETIQUETTE –
DOs and DON'Ts

- **Do** wash hands before eating
- **Do** fold the napkin on your lap

SUCCEED THROUGH SERVICE

TABLE ETIQUETTE –
DOs and DON'Ts

- **Do** eat small amounts
- **Do** eat with mouth closed
- **Do** place hands in lap when not eating
- **Don't** place elbows on the table
- **Don't** place used cutlery on the table cloth

SUCCEED THROUGH SERVICE

SUCCEED THROUGH SERVICE

THANK YOU!

SUCCEED THROUGH SERVICE

COMMUNITY FOOTPRINTS
THE RITZ-CARLTON®