

A collage of travel-related images. In the top left, a person is on a boat. In the top center, a yellow train is visible. In the top right, two people are skiing on a snowy slope. In the bottom left, a boat is filled with people. In the bottom right, a person in a uniform stands near a building entrance. The background is a light blue gradient.

# GREETING VISITORS



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**Now let's take a look at your  
role. We will begin with the  
importance of Greeting  
Visitors.**

# Being Friendly and Welcoming are Critical

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- **The initial greeting is always designed to communicate “We’re glad you’re here!”**
- **Your greeting represents the entire destination.**
- **You are an ambassador.**

# Being Friendly and Welcoming are Critical

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- **Traveling is hard, you may be the first smiling face a person has seen all day. This sounds simple to do, but even if you are on the phone with a visitor a smile should always be the first step with every visitor. Smiling goes hand in hand with a positive upbeat tone. You need to project confidence in the service you are delivering.**

# Being Friendly and Welcoming are Critical

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- **Greet your visitors like guests in your home. Visitors are always welcomed and should not be viewed as an interruption in your day. If a visitor walks in or calls he or she should take precedence over any side conversations you may be having with other employees.**

# Being Friendly and Welcoming are Critical

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- **Always ask “may I help you?”**
- **If the visitor replies no, simply say, “I am here if you need me, please do not hesitate to ask.”**

# Being Friendly and Welcoming are Critical

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- **When a customer walks through the door or enters your area, someone should make eye contact and be conscious of whether or not someone has asked the person if they need help.**
- **A general rule of thumb is never walk by a visitor unless you ask to help, make eye contact, etc.**

# Lines Are Opportunities

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- **Do you greet visitors who have been standing in a line? One of the most frustrating things for visitors is a long line.**
- **What employee activities can exacerbate the problem?**
- **Suggestions to improve the waiting process?**



# Connect with the Visitor

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- **Break the Ice to Form a Bond.**
- **One of your goals should be to build a relationship. To begin the interaction you may want to spend a moment or two on small talk.**

# Connect with the Visitor

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- **The amount of small talk should be in proportion to the time you will spend with the visitor. The quicker the service, the quicker the small talk.**
- **By creating some kind of relationship, no matter how small, it shows the visitor that you're human.**

# Connect with the Visitor

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- **When greeting a visitor do your best to introduce yourself and get the name of the person you are speaking with. Use the visitor's name when you first begin a conversation and again periodically throughout the interaction.**
- **Someone's name is the most important word in any language. The use of a name in the world of customer service is a sure way to show that you are “*Licensed to Serve!*”**

# Greeting Visitors QUIZ

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- **Now let's do a quiz for Greeting Visitors.**

**TRUE or FALSE**

# Greeting Visitors QUIZ

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**Generally, employees should make eye contact and ask visitors if they need assistance.**

# Greeting Visitors QUIZ

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**Generally, employees should make eye contact and ask visitors if they need assistance.**

**TRUE**

# Greeting Visitors QUIZ

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**FILL IN THE BLANK**

# Greeting Visitors QUIZ

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**Customers take  
???????????? over  
employee conversations.**



# Greeting Visitors QUIZ

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Customers take  
**PRECEDENCE** over  
employee conversations.

# Greeting Visitors QUIZ

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**The amount of ?????? ????  
with a visitor should be in  
proportion to the time you  
spend with a visitor.**

# Greeting Visitors QUIZ

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**The amount of **SMALL TALK** with a visitor should be in proportion to the time you spend with a visitor.**

# Greeting Visitors QUIZ

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**Use a customer's ???? when you first begin a conversation and again periodically throughout the interaction.**

# Greeting Visitors QUIZ

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**Use a customer's NAME when you first begin a conversation and again periodically throughout the interaction.**