

# HOSPITALITY GESTURES

|                   |                                |                |                 |                         |
|-------------------|--------------------------------|----------------|-----------------|-------------------------|
| TAKE CARE         | BE POLITE                      | GOOD AFTERNOON | SMILE           | ORDERS ARE ACCURATE     |
| FAST              | SUGGESTIVE<br>SELL ONE<br>ITEM | SMILE          | BYE NOW         | STAND UP STRAIGHT       |
| USE SECOND SAVERS | CAN I TAKE YOUR ORDER          | <b>FREE</b>    | HAVE A NICE DAY | HAVE A SENSE OF URGENCY |
| SPEAK CLEARLY     | I CAN HELP YOU HERE            | SMILE          | GOOD MORNING    | SEE YOU SOON            |
| EYE CONTACT       | SMILE                          | FRIENDLY VOICE | WELCOMhh        | GO "FOR THE WOW         |

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|                           |                               |                      |                              |                                |
|---------------------------|-------------------------------|----------------------|------------------------------|--------------------------------|
| USE<br>SECOND<br>SAVERS   | WELCOMh                       | BYE<br>NOW           | I CAN<br>HELP<br>YOU<br>HERE | FAST                           |
| SMILE                     | HAVE A<br>SENSE OF<br>URGENCY | GOOD<br>AFTERNOON    | SEE<br>YOU<br>SOON           | CAN I<br>TAKE<br>YOUR<br>ORDER |
| HAVE A<br>NICE<br>DAY     | BE<br>POLITE                  | <b>FREE</b>          | GOOD<br>MORNING              | SMILE                          |
| GO "FOR<br>THE<br>WOW     | TAKE<br>CARE                  | FRIENDLY<br>VOICE    | SPEAK<br>CLEARLY             | EYE<br>CONTACT                 |
| ORDERS<br>ARE<br>ACCURATE | HANDS<br>UP<br>SERVICE        | STAND UP<br>STRAIGHT | SMILE                        | SUGGESTIVE<br>SELL ONE<br>ITEM |

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|                          |                     |                         |                     |                       |
|--------------------------|---------------------|-------------------------|---------------------|-----------------------|
| SPEAK CLEARLY            | GOOD MORNING        | USE SECOND SAVERS       | GO "FOR THE WOW     | SMILE                 |
| SMILE                    | STAND UP STRAIGHT   | WELCOMhh                | I CAN HELP YOU HERE | CAN I TAKE YOUR ORDER |
| SMILE                    | BYE NOW             | <b>FREE</b>             | HAVE A NICE DAY     | GOOD AFTERNOON        |
| HANDS UP SERVICE         | ORDERS ARE ACCURATE | EYE CONTACT             | BE POLITE           | TAKE CARE             |
| SUGGESTIVE SELL ONE ITEM | SMILE               | HAVE A SENSE OF URGENCY | SEE YOU SOON        | FRIENDLY VOICE        |