

# Front Desk Speech – Cheat Sheet (A1+)

## 1. Greeting & Introduction

- Hello everyone
- My name
- Topic: front desk job
- First place guests see
- Important job
- Speech plan: qualities, tasks, do's & don'ts

## 2. What the Job Is

- First person guests see
- Welcome guests
- Check in
- Check out
- Answer questions
- Solve problems
- Happy guests

## 3. Qualities Needed

- Smile
- Friendly attitude
- Polite words
- Please / Thank you
- Calm
- Patient
- Clean desk
- Write notes
- Clear speaking
- Good listening

## 4. How to Work / Main Tasks

- Greet guests
- Say hello
- Give keys
- Explain room
- Take keys back
- Say goodbye
- Answer phone
- Hotel information
- Breakfast / pool / Wi-Fi
- Guest requests
- Towels / cleaning / taxi

## **5. Do's and Don'ts**

- Do: smile, be polite, listen, help, stay calm
- Do: keep desk clean, write information
- Don't: shout or argue
- Don't: ignore guests
- Don't: be lazy
- Don't: forget notes

## **6. Closing**

- In conclusion
- Help guests
- Kind and organized
- Important job
- First impression
- Thank you for listening