

Non-Verbal Communication in Hospitality

■ A smile can say more than words ■

■ ■ *What it means*

Non-verbal communication means using your face, hands, and body—not only words. It shows kindness, respect, and care for guests.

■ *1. Smile*

Shows: welcome, friendliness, calm. Helps guests relax, even when there is a problem.

Key words: smile, friendly, calm, welcome, relax

■ *2. Eye Contact*

Look at the guest to show you listen and care. Don't stare—look kindly and shortly.

Key words: eye contact, listen, care, polite

■ *3. Body Language*

Stand straight to show you are ready to help. Lean forward a little to show interest. Don't cross your arms—it looks unfriendly.

Key words: body, posture, stand, open, friendly

■ *4. Gestures & Voice*

Nod to show understanding. Use a soft, calm voice to show respect and care.

Key words: nod, soft voice, calm, polite

■ *Remember*

Your smile, eyes, and body also speak. Use them to make every guest feel welcome and safe.