

# 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.