SPEAKER CHEAT SHEET • HOSPITALITY BRIEFING

Building 5-Star Excellence Together

A2/B1 Level Team Presentation Guide & Full Script

Quick Speaker Outline (At-a-Glance)

1. CLEAR COMMUNICATION

- Stay polite, calm, and respectful under pressure.
- Never guess task details—ask to be sure.
- Practice active listening: repeat to confirm.

2. STRUCTURE & INITIATIVE

- Respect defined roles and supervisors.
- Address issues with direct manager first.
- Bring 1–2 potential solutions with problems.

3. FEEDBACK & DE-ESCALATION

- View feedback as a career tool, not an attack.
- Thank managers for advice and guidance.
- Stay calm when others are stressed; focus on tasks.

4. TEAM TRUST & SUPPORT

- Avoid workplace gossip to protect trust.
- Never work in isolated silos.
- Help teammates during rushes without waiting to be asked.

Full Speech Script (A2–B1 Standard)

[Opening] Good morning, everyone. Thank you for coming today. In a 5-star hotel, our guests expect everything to be perfect. But that great experience starts before guests enter the hotel. It starts right here, with how we talk to, respect, and help each other every day. Excellent service needs a strong team, and today I want to share a few basic rules to help us build a good working environment.

[Point 1] First, communication is very important. During busy hours, we are under stress and time is short. But always stay polite, calm, and respectful. When you get or give a task, ask questions to be sure. Never guess the details. Listening is also very important. When a coworker or boss speaks, pay full attention. Repeat their words to make sure you understand correctly.

[Point 2] Second, respect the rules and show initiative. Every department works well because we have clear roles and managers. If you have a problem, talk to your direct supervisor first before you talk to higher managers. Also, when you talk to your manager about a problem, bring one or two ideas to solve it. This shows you take responsibility and helps the whole team.

[Point 3] Third, keep learning and stay calm. Good advice is not an attack on you. It is a helpful tool to improve your skills and grow your career. Say thank you when your manager gives you advice. Also, if a coworker is angry or stressed, do not get upset. Stay calm and focus only on solving the problem together.

[Point 4] Finally, protect trust in the team and help each other. Office gossip hurts feelings and breaks trust. Do not talk about personal lives or criticize others. This keeps our workplace safe and professional. Remember, a 5-star hotel cannot work if people work alone. When you finish your work, help your teammates immediately during busy moments.

[Closing] When we communicate clearly, respect each other, and work together, we do not only give guests a great stay. We also create a happy workplace where we can all succeed. Thank you for your hard work. Let's have a great day today.