

Standards of courtesy I.

a workshop by **MINERVA** English Training Co. Ltd. (Thailand)



COURTEOUS ACTIONS – HOW TO GREET

√ Always greet guests courteously when you see them.

√ And do not forget to **Wai!**

- 🗨️ “Good Morning, Sir”
- 🗨️ “How are you this morning, sir?”

🕒 1am-Midday “Good MORning, Mr. Beckham”
“How are you this MORning, sir?”

- 🗨️ “Good AfterNOON, Sir”
- 🗨️ “How are you this afternoon, sir?”

🕒 Midday-6pm “Good AfterNOON, Mr. Smith”
“How are you this afternoon, sir?”

- 🗨️ “Good EVEning, Madam”
- 🗨️ “How are you this evening, madam?”

🕒 6pm-1am “Good EVEning, Mrs. Spears”
“How are you this evening, madam?”

DISCOURTEOUS ACTIONS – HOW 'NOT' TO GREET

👤 Casual greetings such as:

👤 "Hello" "Hi" "How you" "How ya
doin?"

👤 "Morning" "Afternoon" "Evening" "Good day
mate"

👤 "Saying good morning Mr." (Either sir or name not just Mister)

👤 "Saying good morning Mrs." (Either madam or name not just
Mrs)

A large, semi-transparent watermark of the Minerva logo and the text 'MINERVA ASIA TRAINING' is overlaid on the page.

DISCOURTEOUS ACTIONS – HOW 'NOT' TO GREET

👤 Ignoring the guest or pretending not to notice him or her:

👤 Not greeting the guest at all.

👤 Waving or saluting.

👤 Greeting the guest silently.

👤 Shouting out the greeting from a distance.

More than 2 meters in the restaurant or meters on the floor.

COURTEOUS ACTIONS – HOW TO SERVE

When offering service, give the guest you full attention by:

- Look him or her in the eyes.
- Face your whole body towards him/her.
- Bow slightly.
- Use his or her name if you know it.

Keep a look out for guests who need service.

Try to offer service before the guest has to ask.

When a guest calls you or signals you from a distance, smile and nod to show that you understand.

DISCOURTEOUS ACTIONS – HOW 'NOT' TO SERVE

When the guest calls for service, approaching and not saying anything.

Giving service without saying ☹️ “May I?”

Forgetting to say ☹️ “Sir” or ☹️ “Madam” or the name of the guest.

Pretending not to notice guests who need service because you are busy or because the guests are not your guests.

Walking over to the guest and saying ☹️ “Yes”

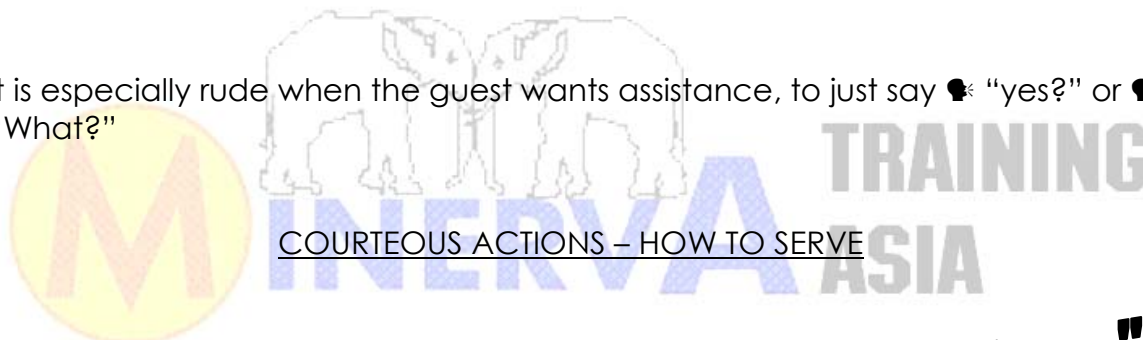
Asking ☹️ “What do you want?” or “What?”

DISCOURTEOUS ACTIONS – HOW 'NOT' TO SERVE

Approaching the guest and asking:

- ☹ “What do you want?”
- ☹ “What do you need?”
- ☹ “Can I do something for you?”
- ☹ “Can I do anything for you?”
- ☹ “Can I help you?”

It is especially rude when the guest wants assistance, to just say ☹ “yes?” or ☹ “What?”



We often need to offer a specific service:

- e.g. Clearing the plates.
- Carrying a bag.
- Collecting the laundry, etc. (et cetera)

Always "May I"

Before we perform the service, we often need to check:

- ☹ “May I CLEAR your PLATE, please sir?”
- ☹ “May I CARRY your BAG, please Mr. Smith?”
- ☹ “May I COLLECT your LAUNDRY, please Mrs. Taylor?”

Never "Can I"

COURTEOUS ACTIONS – HOW TO SERVE

Sometimes the guest seems to want something, but we don't know what.

In these cases, we make a general offer of service.....

Always "May I"

- ☞ "May I HELP you, sir?"
- ☞ "May I HELP you, madam?"
- ☞ "May I HELP you, Mrs. Beckham?"

Never "Can I"

COURTEOUS ACTIONS – HOW TO SERVE

When do we use ☞ "Certainly"?

Generally the rule is:

If you can take care of the request right away,

Say ☞ "Certainly, sir"

Say ☞ "Certainly, madam"

If the request is complicated or you need more information; do not use "Certainly".

Say ☞ *Repeat the request* and

Say ☞ "One moment please sir and I will check for you"

DISCOURTEOUS ACTIONS – HOW 'NOT' TO SERVE

It is wrong to just tell the guest what you are going to do (e.g. “I will clear up your plate”):

☹ “I need to

☹ “I must

☹ “I want to

☹ “Let me

COURTEOUS ACTIONS – HOW TO SERVE

Check what the guest wants and show that you understand by repeating his or her request.

- e.g. ☹ A Perrier, sir.
☹ The bill, Mrs. Smith.
☹ Some towels sir, etc.

"Certainly sir/madam"

Confirm that you will take care of the order and show eagerness by saying

☹ “Certainly, sir /madam”

- e.g. ☹ “A Perrier, sir. Certainly, one moment please.
☹ The bill, Mrs. Smith. Certainly, one moment please.