

HOSPITALITY HABITS



In order to make people feel comfortable and welcome in our office or in the field, there are several things to remember:

IN GENERAL

- 1) Smile. New places can create anxiety in many people, especially when asking for help, and a warm greeting can help their unease.
- 2) Memorize someone's name. This is extremely important to make people feel noticed and important. Ask their name and immediately repeat it back to them twice when introducing yourself. (example: Hank, it's nice to meet you Hank, I'm Samantha.") Repeat their name again when saying goodbye.
- 3) Maintain a professional disposition. We are all family at IIE, and it is common to lean on one another for many kinds of support. However, one must remember, especially when someone new is being introduced to us, to maintain separation of personal and professional attitudes. Everyone has problems, but it is important to always be polite, and to be conscious of your tone of voice, demeanor, facial expressions, and body language.
- 4) Connection is very important when it comes to hospitality. Taking the time to find things in common with people helps to build a strong foundation.

HOSPITALITY HABITS

IN THE OFFICE

- 1) Offer refreshment. Our office is always stocked with cold water, and sometimes juice.
- 2) Be prepared. Make sure to have all paperwork, office supplies, and necessary tools for each meeting. This helps the person you are meeting with feel like a priority and helps them to trust you as a professional.
- 3) Give each Neighbor your full attention. Eye contact is very important when meeting with someone, as is silencing your cell phone to minimize interruptions. Stay focused on the subject matter.
- 4) Make sure your environment is comfortable and inviting. Our office is a place for people to feel at home. Everything from soft lighting, soothing music, comfortable sitting areas, or communal snacks, will contribute to a cheery atmosphere.
- 5) Focus on the task or topic at hand and maintain it as a priority. Minimize distractions and too many side conversations