



COMPLIMENTS PERTEMUAN KE 6

Compliments

Giving and Receiving Compliments

-What is Compliments?

-The functions of Compliments

-Example of giving and receiving compliments

Everyone like to hear compliments. Compliments make people feel good about themselves and we all need that at times. Hotel guests and staff are no exceptions.

Guests may give hotel staff compliments for the quality of their service, for their English ability, for their appearance in a unique uniform, or doing something a little extra for the guest. A hotel staff may give a guest a compliment about how they look in a newly purchased outfit, or for their patience when a problem arises, or for a beautiful new hair style after visiting a beauty parlor.

Giving Compliments

- That's a very nice.....(dress)
- Great job on the.....(presentation)
- You look very good in.....(that new hair-do)
- This dish is delicious, my compliments to the chef
- This trip is very amazing, my compliments to the tour and travel
- That....(tie) looks great on you
- It's beautiful
- What wonderful work!
- What a great job!
 - That's incredible
 - How extraordinary!
 - Great!
 - Unbelievable work!
 - Marvelous!
 - What a great idea!
 - I am proud of you

Responses to Compliments

- How kind of you to say so
- Thank you
- I'm glad you like it
- It was nothing really (an expression of modesty and humility)
- Thanks! It makes me so happy you feel that way
- Thank you, that means a lot to me
- Aw thanks. That's really sweet

Conversation

Bell Desk Staff

Guest: Your English is very good. You must study a lot.

Staff: Thank you sir. Yes, I study every chance I get

Food and Beverage Staff

Guest: What a lovely uniform, so colorful

Staff: Thank you ma'am. How kind of you to say so

Staff: Your patience regarding the delay is a true virtue sir. Many guest would have complained

Guest: I understand it's busy and hectic here

Front Desk Staff

Guest: I really appreciate all the extra work you did on helping us solve that problem. It truly went above and beyond; my compliments to your ethic

Staff: Thank you sir, how kind of you to say so

Staff: These are really guest pictures you took Miss George. Those of the sunset are magnificent

Guest: Thank you, but with this camera taking good pictures is really easy. No skill on my part , I assure you

Health and Leisure Staff

Guest: You did a wonderful job of matching me with a golf partner. I appreciate it

Staff: No problem at all, sir

Staff: Excellent game Mr. Johnson. You really gave me a workout.

Guest: Thanks, I guess all those private lessons are finally paying off

ASSIGNMENT

- Please make into group (4/group)
- Observe and describe one of Brochure tourism industry and analyze with S.W.O.T
- Send PPT to email

selvie@darmajaya.ac.id

😊 END 😊

