



# GREETINGS

## Pertemuan ke 1

# Greetings

- Formal Expressions
- Less Formal Expressions
- Introducing Yourself
- Introducing Others
- Asking about well being
- Conversation
- Farewell

First impressions last a life time, or at least until the guests check out, so it is important to make a good first impression, There are numerous expressions that can be used when first greeting people. Some are very formal and appropriate for greeting guests and some are more informal and should only be used with friends or co-workers. Obviously, employees of the hotel industry should use the formal expressions; however, the less formal expressions will also be presented to give learners a well balanced repertoire to choose from.

## **Formal Expressions**

Good morning (sir/ma'am)

Good afternoon (sir/ma'am) Welcome to (name of hotel/restaurant,etc)

Good evening (sir/ma'am)

How are you this morning (afternoon, evening, today?)

## **Less Expressions**

Hello

Hi

Whats up?

How is going?

How can I help you today ma'am (sir) ?

Can I be of assistance?

How may I assist you?

May I assist you with anything?

What can I do for you today?



## Introducing Yourself

Staff: Hello, I'm Ms.Tina

Guest: Hello, Ms. Jandee. I'm Susan

Guest:My name is Jhon Grey

Staff: Nice to meet you Mr.Grey, I'm Mrs.Hanna

Guest:My name is Jhon Grey

Staff: Nice to meet you Mr.Grey, I'm Mrs.Hanna

## Introducing Others

Peter: Sam Kellogg, I would like to introduce Miss Helen Cranston

Sam: Hello Miss Cranston, nice to meet you

Helen: Nice to meet you too Mr. Kellogg

Bob: Min Ju, this is my friend Betty Watson

Min Ju: Hi Ms Watson, a pleasure to meet you

Betty: Same here

# Asking about Well Being

## IF GOOD

How are you?

Great

How's it going?  
be better

Couldn't

How has your day been?

Fantastic

## **IF SO-SO**

- How have you been? Could be worse
- How's the family? Fair to middling
- Did you have a good day? I can't complain

## **IF BAD**

- How do you feel?  
good Not too
- How was your day?  
days I've had better
- Have you had a good day? No, it was lousy

# Conversation

Staff: Good afternoon, welcome to The Plaza

Guest: Hi

Staff: How can I help you today?

Guest: I need to check in

Staff: Of course sir, My name is Sophie Laurent and I'll be your guest representative during your stay. Could I have your name please?

Guest: Freddy Benson

Staff: Yes Mr.Benson, here you are. And how are you today?

Guest: Tired actually, it was a very long flight

Staff: Well, I'll get you checked in as soon as possible so you can relax

# **Farewells**

## **More Formal Expressions**

- Goodbye
- Thank you for coming. Have a pleasant day
- Goodbye, please come again
- Goodbye, I hope to see you again

# Less Formal Goodbyes

- See you later
- Good bye (bye)
- I have to run
- Catch you later
- So long
- Please come again
- I have to be going now
- See you again



😊 END 😊

