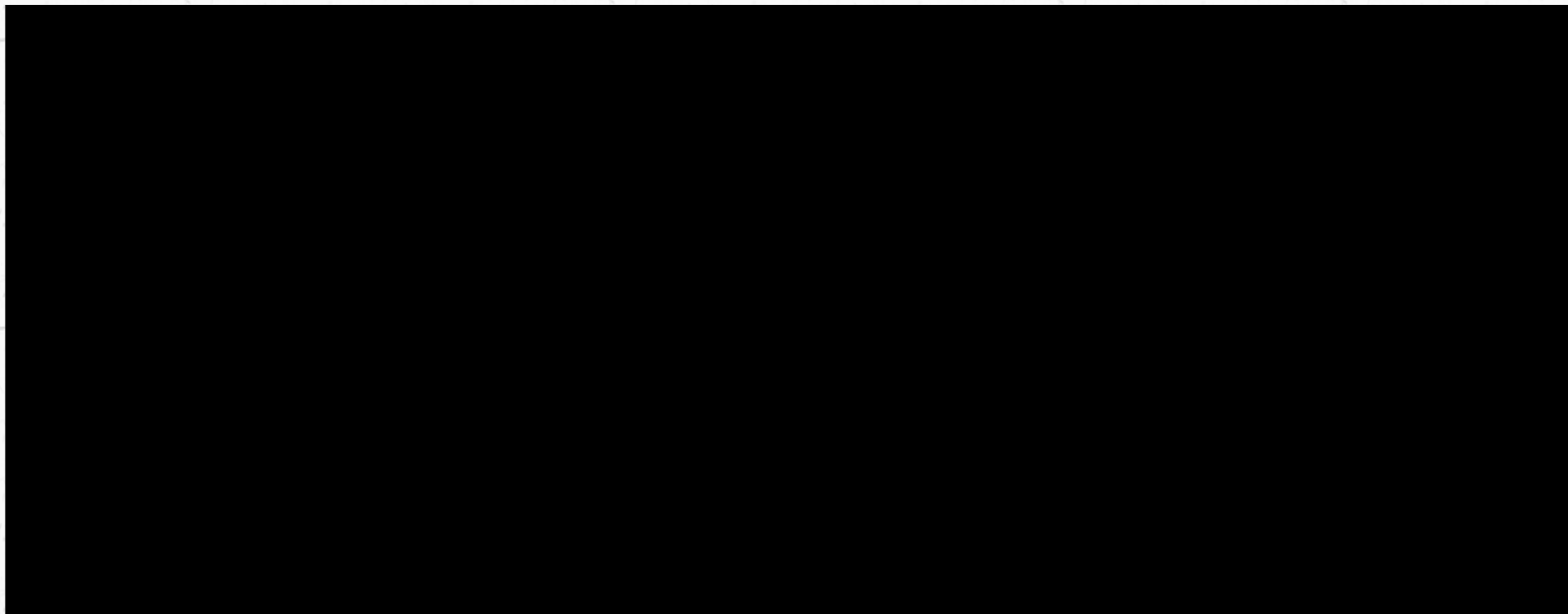


# 服务语言训练简介



# 服务语言训练

- Job Interview
- Hotel Introduction
- Servicing in Front Office
- Servicing in HSKP
- Servicing in F&B

## Before the Interview -- Get Ready

- Know the company and possible positions
- Review your resume and know yourself
- Anticipate typical interview questions and practice interview answers
- Its okay to be nervous, the interviewer probably is too
- English: Prepare in Chinese and speak out English in your own words



## During the Interview

- Impact of one's presence:
  - 55% body language
  - 38% voice tone
  - 7% word content
- Be confident and use positive statements, “I can, I will, I do”
- Always provide accurate information



## During the Interview

- Use eye contact but not to stare
- SMILE occasionally
- Be initiative and show them you are ready for the job

It is okay to:

- Ask for a moment to think about your answer
- Ask for the question to be repeated
- Have grammar mistakes
- Use simple sentences



## Behavioral Interviews

- Are based on the idea that a potential employee's past performance is the best predictor of their future performances and it increases an employer's chance of picking the best candidate for the job.
- These questions usually begin with "Describe a situation that you...."
- "Give a specific example of...."
- "Give me an example of a time when you gave a suggestion or recommendation to improve...."
- "What interests you about this position?"



## Quality Answers

- Keep them business focused
- Mentions skills that are relevant to the job
- Back up what you say with exles
- Be positive – never “bad mouth” another employer
- Show motivation
- Show honesty





## Tips for the Interview

- List the specific qualifications and requirements sought by the employer.
- Match these qualifications with the accomplishments that you already wrote down
- In order to support this, identify and list specific examples of your past accomplishments
- Structure your answers to speak to your qualifications, be concrete and detailed



# Summary

- You know yourself and what you have to offer.
- You know the organization and the benefits you would bring to it.
- You know answers to probable questions.
- You've practiced, practiced, practiced your delivery.
- You've practiced your smile, eye contact, and firm handshake.



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