

# WEEK 13/14

## ENTERTAINMENT OF CLIENTS

### Topics:

- Entertainment of clients
- Hospitality
- Polite phrases, etc.

### Learning Outcomes:

- How to receive and entertain customers.
- To answer their doubts.
- To entertain customers with polite language.

### Activity:

- listening to audiotapes, role play



In your business life you will probably spend much more of your time talking and listening to colleagues and clients than you will be writing and reading.

It can be:

- A private discussion
- A gossip in the lift
- Instructing subordinates
- Training sessions
- Dealing with clients
- An informal gathering of staff



# HOW TO IMPROVE YOUR NON-VERBAL COMMUNICATION SKILLS?

1. Be honest, especially when communicating emotions.
2. Use a firm, friendly handshake when meeting new people.
3. Maintain eye contact with your entire audience.
4. Reinforce your words with tones and gestures.
5. Be aware of your posture.



**THE END**

