



Non-Verbal Communication

Title: Written Assessment 2 Module: Communications & Customer Care Tutor: Tom Edwards Name: Ellis Beattie Student No: G00263195 Course: HC in Arts Bar Supervision Date: 27th March 2012 Introduction For this assessment I have chosen to write about non-verbal communication being the foundation of the relationship between staff and customers. I will be doing my research using the internet and books and notes given in class. I will be talking about non-verbal communication and how it is used between staff and customers.

Main Body Non-verbal communication is communication without words, it is communicated by hand gestures, facial expressions, eye contact and body language it can also be sent and received through the clothes we wear and our hair styles. In the hospitality industry non-verbal communication is very important when dealing with customers. It is important to be able to read the signs of non-verbal communication as there are tell tale signs of when a customer is upset, happy, un-impressed etc. with the service you are providing.

It is also very important for the staff to act in a professional manner and to try to control their non-verbal communication as much as possible. Non-verbal communication can tell if you are being truthful to a person and if your listening to what they are saying. When the signals of non-verbal communication coincide with the words you are saying it can build trust, clarity and rapport with a customer, if they do not coincide with the words you are saying it can lead to mistrust, confusion and generate tension between staff and customers.

Non-verbal communication cues can play five roles, these roles are: * Repetition: they can repeat the verbal message that a person is sending. * Contradiction: they can contradict a verbal message. * Substitution: they can substitute a verbal message, for example a person's facial expression can send off a greater message then the message given verbally. * Complementing: they can complement a verbal message, for example if a person shakes your hand to say well done it can convey a greater message then saying it verbally. Accenting: they can underline a verbal message, for example if a person pounds the table with joy or anger this can underline a message. Types of non-verbal communication: * Facial expressions: there are facial expressions for all emotions, happiness, anger, joy, sadness, surprise, fear, disgust, these are the same in all cultures. * Body movements & Posture: the way you stand, move, sit, walk are all body movements. It is important for staff to sit, stand and walk properly to convey a confident and positive message towards customers. Gestures: these are hand movements such as pointing, waving, using them as we speak etc. some hand movements or gestures can be picked up differently in different cultures so it is important to use them carefully. * Eye Contact: eye contact between staff and customers is vital, this can form a

Non Verbal Communication Essay Topics

Mark Steyvers



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Whispering the Secrets of Language: An Emotional Journey through **Non Verbal Communication Essay Topics**

In a digitally-driven earth wherever screens reign great and instant interaction drowns out the subtleties of language, the profound strategies and mental nuances hidden within phrases usually get unheard. Yet, located within the pages of **Non Verbal Communication Essay Topics** a captivating fictional treasure sporting with fresh emotions, lies an exceptional quest waiting to be undertaken. Written by a talented wordsmith, that wonderful opus encourages viewers on an introspective journey, delicately unraveling the veiled truths and profound impact resonating within ab muscles material of each word. Within the psychological depths with this moving evaluation, we can embark upon a genuine exploration of the book is core subjects, dissect its fascinating writing style, and fail to the effective resonance it evokes strong within the recesses of readers hearts.

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Table of Contents Non Verbal Communication Essay Topics

1. Understanding the eBook Non Verbal Communication Essay Topics
 - The Rise of Digital Reading Non Verbal Communication Essay Topics
 - Advantages of eBooks Over Traditional Books
2. Identifying Non Verbal Communication Essay Topics
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in a Non Verbal Communication Essay Topics
 - User-Friendly Interface
4. Exploring eBook Recommendations from Non Verbal Communication Essay Topics
 - Personalized Recommendations

- Non Verbal Communication Essay Topics User Reviews and Ratings
- Non Verbal Communication Essay Topics and Bestseller Lists
- 5. Accessing Non Verbal Communication Essay Topics Free and Paid eBooks
 - Non Verbal Communication Essay Topics Public Domain eBooks
 - Non Verbal Communication Essay Topics eBook Subscription Services
 - Non Verbal Communication Essay Topics Budget-Friendly Options
- 6. Navigating Non Verbal Communication Essay Topics eBook Formats
 - ePub, PDF, MOBI, and More
 - Non Verbal Communication Essay Topics Compatibility with Devices
 - Non Verbal Communication Essay Topics Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Non Verbal Communication Essay Topics
 - Highlighting and Note-Taking Non Verbal Communication Essay Topics
 - Interactive Elements Non Verbal Communication Essay Topics
- 8. Staying Engaged with Non Verbal Communication Essay Topics
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Non Verbal Communication Essay Topics
- 9. Balancing eBooks and Physical Books Non Verbal Communication Essay Topics
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Non Verbal Communication Essay Topics
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Non Verbal Communication Essay Topics
 - Setting Reading Goals Non Verbal Communication Essay Topics
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Non Verbal Communication Essay Topics
 - Fact-Checking eBook Content of Non Verbal Communication Essay Topics

- Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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