

## **`Overview**

**Title:** Guest Services and Public Speaking Workshop 2020

**Date:** 27 June 2020

**Time:** 10am to 2pm

**Venue:** Online; Zoom

### **Objectives:**

- To equip new H.O.T ambassadors with knowledge on how to present themselves appropriately during events
- To equip new H.O.T ambassadors with knowledge and communication skills to interact and speak with the public
- To ensure new H.O.T ambassadors are aware of the standard and disciplinary guidelines of H.O.T

**Planning Committee:**

<b>Overall-In-Charge</b>	Ong Yu Li, Avner
<b>2nd Overall-In-Charge</b>	Hong Yashuang

**Roles and Responsibilities:**

<b>OIC</b>	<ul style="list-style-type: none"><li>- Execute the workshop</li><li>- Create the necessary slides and documents needed for the workshop</li><li>- Craft out an email to inform new H.O.T ambassadors regarding the workshop</li></ul>
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## Timeline

Time	Description	Location	In-charge	Distribution of time
10-10.15	Administration	Zoom	EXCOs	Attendance of members will be taken  Going through objectives and expectations
10.15-11.15	Guest Services	Zoom	Yashuang	Going through the slides for guest services  Q&A for members to clarify doubts/ If no questions, members will be asked some questions instead
11.15-11.30	Kahoot	Zoom	Yashuang	Test the members' knowledge regarding Guest Services
11.30-11.45	Break	Zoom	ExcOs	
11.45-12.25	Public Speaking	Zoom	Avner	Going through slides for Public Speaking

				Q&A for members to clarify doubts/ If no questions, members will be asked some questions instead
12.25-1	Activity 1	Zoom	EXCOs	12.25-12.40: Group discussion  12.40-1: Skit
1-1.30	Kahoot and closure	Zoom	Yashuang and Avner	1-1.15: Kahoot  1.15-1.30: Closure and survey

## **Activities**

**Kahoot** (part 1):

**1. Which statement is the correct way of introducing yourself to guests:**

- A. “Hi, my name is \_\_\_\_\_ and I am a year \_ student currently pursuing a diploma in \_\_\_\_\_”
- B. “Hi my name is \_\_\_\_\_ and i am in the diploma \_\_\_\_\_”
- C. “Hi i am studying the course \_\_\_\_\_ , a year \_\_\_\_ student”
- D. “I am pursuing a diploma in \_\_\_\_\_”

**2. Which is the wrong duty attire?**

- A. Duty polo shirt with dark blue coloured jeans and black shoes
- B. Duty polo shirt with dark coloured jeans and green shoes
- C. Duty polo shirt with black coloured jeans with black shoes
- D. Duty polo shirt with dark blue or black jeans with white shoes

**3. Which of the following is not part of personal hygiene?**

- E. Fingernails must be short & clean
- F. Teeth must be clean with no residue left
- G. Breath must be maintained fresh
- H. Spray perfume/deodorant before duty

**4. Which of the following is NOT allowed during events?**

- I. Painted fingernails
- J. Coloured contact lenses
- K. Visible tattoos
- L. All of the above

### **Activity 1: Scenarios**

To be done after the public speaking workshop. Freshies will be split into their groups from induction and be given a scenario. Each scenario showcases a situation that H.O.T members will encounter during events. They will then have to act out the scenario with each group member playing a different character. This will give them the opportunity to put what they have learnt from the workshop into practice.

Scenario 1: Students asking about personal experience

Scenario 2: Students asking about irrelevant stuff unrelated to HMS

Scenario 3: Students asking about other non-HMS courses

Scenario 4: Students who are very rude

Kahoot (part 2):

#### **1. How should your hand gesture be when speaking?:**

- E. Gesture appropriately with open palms**
- F. Fold your arms
- G. Arms beside you
- H. Arms and palms constantly moving everywhere

#### **2. How can you be prepared for events?**

- M. Have a good grasp on product knowledge
- N. Prepare relevant stories that you can share
- O. Get a good rest the day before and be punctual the day itself
- P. All of the above**

#### **3. How should you be speaking to others?**

- Q. Polite, persuasive and expressive at an appropriate speed and loud volume
- R. Polite, persuasive and expressive at a fast speed and appropriate volume

S. Polite, persuasive and expressive at an appropriate speed and volume

T. Quiet, one-word answers, impatient, looking around for someone to take over you, checking your watch to see when your shift ends