



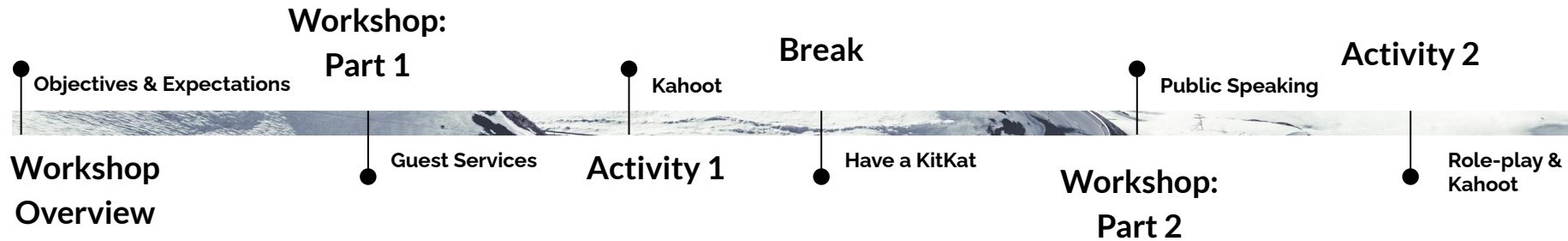
Guest Services & Public Speaking Workshop

AY20/21





Agenda





Objectives

1

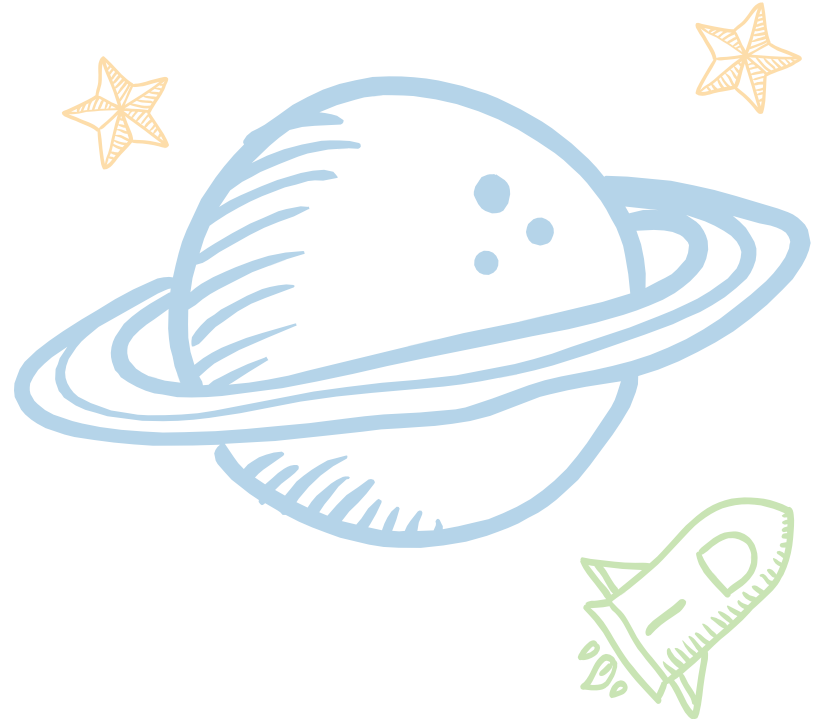
Equip new H.O.T ambassadors with knowledge on how to present themselves appropriately during events

2

Equip new H.O.T ambassadors with knowledge and communication skills to interact and speak with the public

3

To ensure new H.O.T members are clear of the standard and discipline which are expected of them





Expectations

1

Fill in the blanks on the slides that have been emailed to you.

3

Listen attentively to the topics being covered throughout the workshop

2

Do not hesitate to ask and clarify with the EXCOS if you have any queries.

4

Ensure that you are present throughout the workshop.



Part 1:

Guest Services





Overview

1. Attire and Presentation
2. Code of Conduct
3. Your Audience
4. Identifying Concerns



#1:

Attire and Presentation



H.O.T Duty Shirt

- Should only be worn during duty
- Must be ironed and well fitted on the day
- Keep in good condition (No stains, tears)
- Keep **TUCKED**
- Unfolded sleeves
- All buttons to be buttoned up

Hairstyles

- Hairstyles must be neat and above eyebrows
- Hair colour requirements vary on a case by case basis



Bottoms

- Dark Blue or Black jeans ONLY
- Must not have stripes/rips/holes/design on them

Badge

- Name badge must be pinned on duty shirt at all times
- Pin above the HMS logo that will be on the duty shirt



Shoes + Socks

- Plain coloured socks with no fancy designs
- Simple dark coloured or white shoes with similar coloured laces

Accessories

- Female: Only dark coloured hair accessories allowed
- Male: No accessories of any kind allowed



Personal Hygiene

- Fingernails must be short and clean
- Teeth must be clean with no residue left
- Breath must be maintained fresh

Others

- No visible tattoos
- No nail polish
- Only clear contact lenses
- Use scented products appropriately
- Hijabs are either black or dark blue with no patterns







#2:

Code of Conduct



Be Polite

- 1) Use appropriate words, phrasing, voice and tone.
- 2) Greet guests when you first approach them and smile!
- 3) Be mindful of personal space and body language.
- 4) Use hand gestures appropriately.





Effective Communication

- 1) Take guest's verbal and non-verbal cues into consideration.
- 2) Know who your guests are in order to accommodate to communication style.
- 3) Establish a connection with the guests.
- 4) Speak with the right tone and volume.





Be Reliable

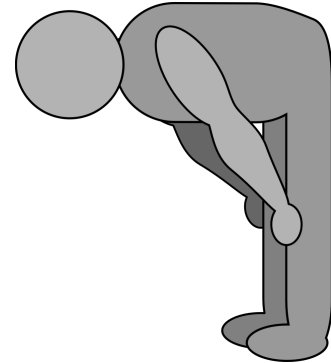
- 1) Be punctual for duty.
- 2) Take initiative to approach guests.
- 3) Keep promises to guests, even if they are small ones.
- 4) Ensure that the information given to guests is accurate.





Be Respectful

- 1) Listen when guests are speaking to you.
- 2) Be culturally sensitive.
- 3) Avoid judging guests based on dressing/looks.
- 4) Show empathy for the guest's concerns.





#3:

Your Audience



Introduction to guests



“I am a year _ student currently pursuing a diploma in _____.”

Always*:

- Smile and greet guests warmly
- Be prompt in responding to queries
- Be confident and maintain eye contact with guests



Main Audience: Parents

Adapt a semi-formal tone

What are they looking for?

- Career prospects
- Details of the courses
- JC/ Poly
- Course is beneficial to their child or not?

How do you approach their questions?

- Approach EXCOs first then lecturers if you are unsure
- Be polite and respectful



Main Audience: Students

Adapt a friendly and enthusiastic tone

What are they looking for?

- Course
- Cut off points/ ELR2B2
- CCAs
- Poly life

How do you approach their questions?

- Respond enthusiastically and be welcoming
- Be friendly and honest



#4:

Identifying Concerns



#4:

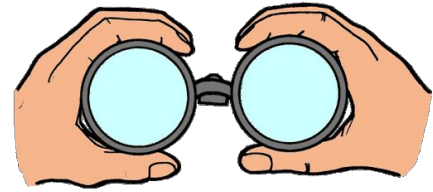
Secret Code for Attendance:

“Other: HDB”



Identifying Concerns

- Apologise if you are in the wrong
- Resolve concerns that are within your capacity
- Refer to EXCOs or lecturers if the concern cannot be resolved by you
- Thank guests for their understanding





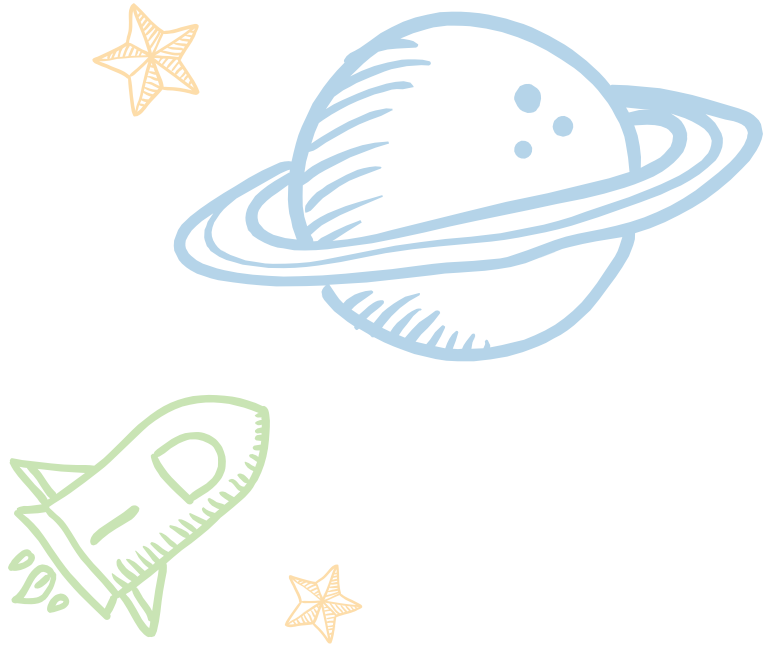
Do's and Don'ts

Dos

- ❑ Spaced out from other ambassadors
- ❑ Hands by side/behind when not assisting guest
- ❑ Be attentive to guests who look concerned
- ❑ Take initiative to provide more than what was asked of you
- ❑ React appropriately to situations and help ambassadors in need

Don'ts

- ❑ Gather around with other ambassadors in one area
- ❑ Slouch or lean on walls while on duty
- ❑ Use mobile phone during duty
- ❑ Shy away and be unwilling to assist guests
- ❑ Overreact if something does not go right and not ask for help



KAHOOT!

GAME PIN: 6693784



Break Time

DO COME BACK IN 10 MINUTES!



Part 2:

Public Speaking





Overview

1. Preparation
2. Verbal Language
3. Non-Verbal Language



#1:

Preparation



How can you be prepared?

- Have a good grasp on product knowledge (PK will be taught next week)
- Think of relevant personal stories that you can engage and share with students and parents
- Get a good night's rest the night before and be punctual during the day itself to reduce stress





#2:

Verbal Language



Appropriate Verbal Language

- Use a polite, persuasive, and expressive tone of voice.
- Speak at an appropriate volume.
- Speak at a speed which the guest can follow and stay engaged
- Include pauses where appropriate.





#3:

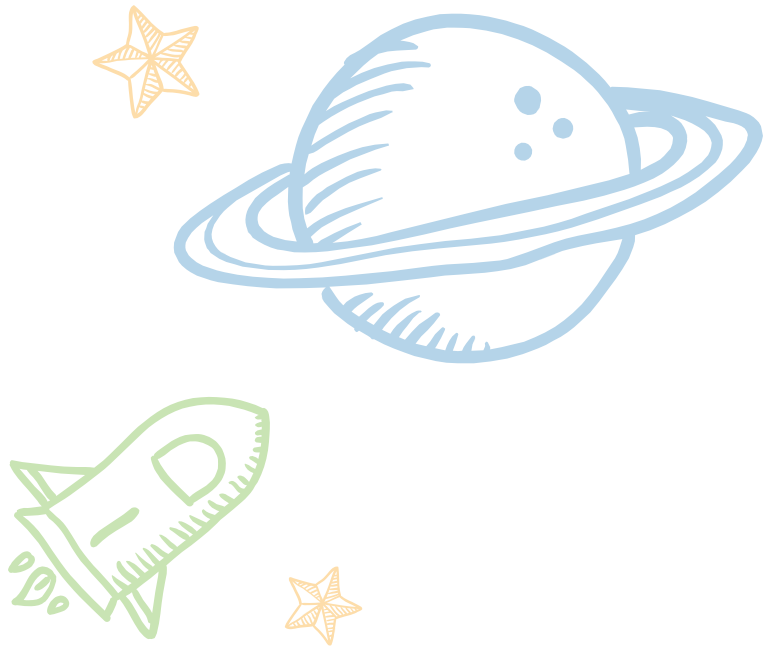
Non-Verbal Language



Appropriate Non-Verbal Language

- Eye Contact
 - Maintain eye contact with guests.
- Posture
 - Do not slouch.
 - Do not lean against anything or put your weight on one leg.
- Hand Gestures
 - Gesture with open palms to portray trustworthiness (hidden palms show dishonesty).
 - Stay in the box (from top of chest to bottom of waist, and one fore arm's length wide on both sides).
 - Do not fold arms.





ROLEPLAY



Scenarios:

Scenario 1: Student asking about a personal experience

Scenario 2: Student asking about irrelevant things that are unrelated to HMS

Scenario 3: Students asking about other non-HMS courses

Scenario 4: Students who are very rude



Groupings: Same as Induction

Yu Ting

Jing Yuan

Xin Yi

Veronica

Nazurah

Amirah

Gayle

Sandrel

Aaliyah

Nusrah

Kar Wen (Kaylee)

Chi Ying

Janicia

Leanne

Valencia

Alicia

Sheryl

Grace

Michelle

Geraldine

Keanne

Cheryl

Aretha

Denise

Riswana

Iman

Dalili

Bernice

Chloe

Verena

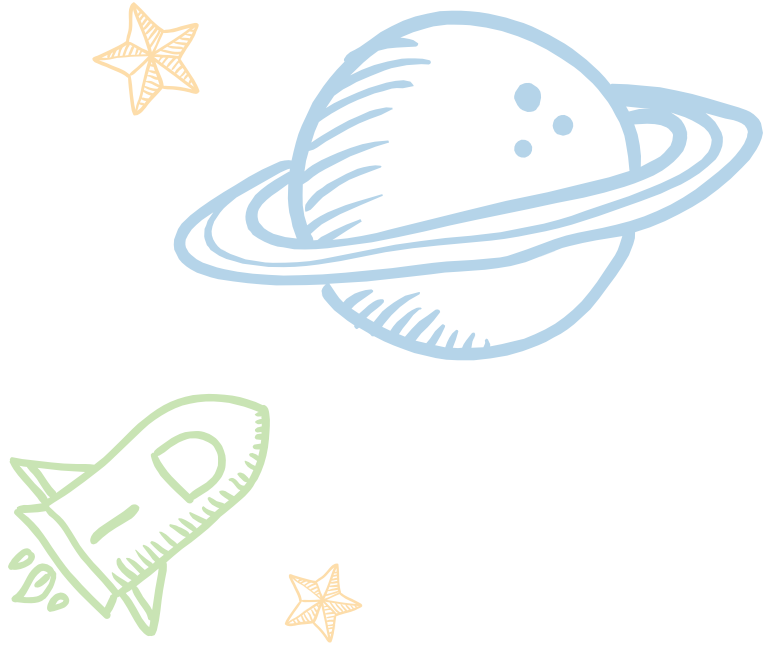
Natalie

Shanon



Time starts now.....





KAHOOT...AGAIN

GAME PIN: 9104782



Summary



Thank you!

... Now for attendance

