

# How to give information

When giving information you will certainly need to show good communication skills while speaking to a wide variety of people; and in face-to-face communication in particular you have to use interpersonal skills, that is the ability to listen and speak politely.



## Politeness

Good manners → make a big difference  
cost nothing but to how tourists feel about you and your country

- greet people
- gain eye-contact
- smile
- when asking for something always use "please"
- be precise but do not give the impression of being rushed: respect other people's timing
- avoid vocabulary that may be difficult to be understood
- do not interrupt
- be patient



## Listening

Listening is much → be aware of verbal  
more than hearing and non-verbal messages!

- listen to all the requests and the opinions of visitors
- concentrate on speakers' requests
- delay judgments until you have understood the request
- keep prejudice associated with the speaker far from your mind



## Speaking

What we say and: → it is important to evaluate the strength of our  
how we say it communication.

Non verbal gestures reinforce the interest in what visitors are asking.  
Gestures like head nods or maintaining eye contact improve verbal communication.

- check that you have understood the request clearly
- show interest in what the visitor is saying
- tailor your language to your audience
- speak clearly and concisely
- use appropriate language being respectful of customers' point of view and opinions

