



Hospitality and Catering

Communication and teamwork

Lesson 4

Gain excellent communication
and teamwork skills by
undertaking this course.





Showing respect for others

Respectful communication is a visual thing.

We will need to make an effort to show respect for others.

Making an effort is also a sign of respect.





Signs of respect

- Keep good eye contact
- Keep open body language
- Listen to every word carefully





Signs of respect

- Notice if you feel stressed, angry or frustrated
- No need to react
- You should respond by politely telling someone that you are feeling this way





Signs of respect

- Keep your voice pitch low, high pitch can stress people
- Keep your tone soft and friendly
- Harsh tones will get people defensive





Listening is part of communication

You can show customers and colleagues that you are listening.

- Repeat back in simple terms what they said
- Inform them about what you can do
- Inform them about what they can do





Revision Activity 4

**How do you show
someone respect?**