

Delivering Service in a Mask



How to overcome a perceived barrier.

Practice a whole face smile. Use your entire face to express that you are friendly and approachable.

1



Make and maintain eye contact. This will help guests feel acknowledged. Remember that eyebrows can be used to show emotion.

2



Speak up and speak clearly. Even though your mouth is out of sight, smile while you speak. It will keep your tone on positive.

3



Show patience, not frustration while trying to communicate. Our guests may be on edge and your kindness will give them comfort.

4

