




# Hospitality in a COVID 19 World

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## The rules are the same...

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- Smile
- Greet your guests warmly
- Be courteous
- Provide a safe and pleasant experience
- Address your guests' needs



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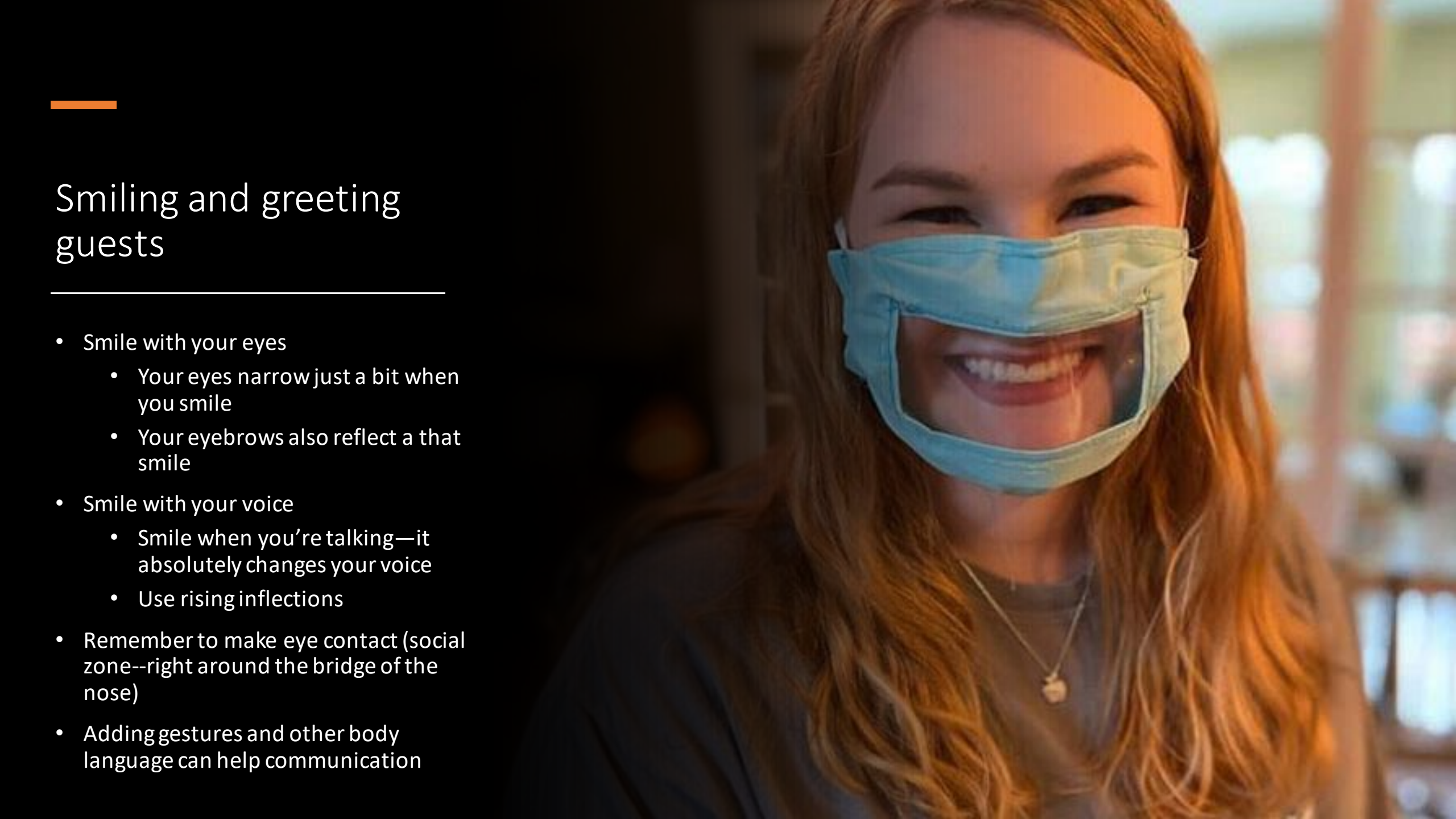
## But the conditions are different...

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- We're smiling and talking behind a mask
- We have to maintain a proper distance (6+ feet) away from guests
- Our guests may not always understand the new rules or wish to comply with them
- Other guests may feel unsafe if there isn't good compliance, so they're counting on you to enforce the rules







## Smiling and greeting guests

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- Smile with your eyes
  - Your eyes narrow just a bit when you smile
  - Your eyebrows also reflect a that smile
- Smile with your voice
  - Smile when you're talking—it absolutely changes your voice
  - Use rising inflections
- Remember to make eye contact (social zone--right around the bridge of the nose)
- Adding gestures and other body language can help communication



# Stay at a friendly distance

- Model social distancing
  - Practice politely backing away or stepping behind a barrier if guests are encroaching
- Brainstorm some fun ways to remind guests about maintaining a safe distance (i.e. keep one table between us, one pool noodle apart, etc.)
- Try to have signs, symbols, other visual reminders in key locations
- Remind guests your job is to keep them safe

# Difficult guests

- If a guest is struggling with masks and social distancing, try these:
  - *You can take your mask off at your table, but masks are required elsewhere*
  - *Friends and family members can stay close, but we need to stay six feet away from everyone else*
  - *Part of keeping us all safe is wearing masks and maintaining a safe distance until you get to your table*
- If you have to dial it up a bit:
  - *This is for the safety of all our guests and staff*
  - *This is a legal requirement in this county*
  - *If you're unable to comply with these requirements we may not be able to serve you here*



# Exceptions

- Some individuals may have a medical reason they can't wear a mask
- They may come from an area where the requirements are different so they're unaware of requirements in Monterey County
- They may have left their mask in the car or at home
  - *We'd be happy to provide a disposable mask while you're here*
- People that travel together in a group (friends, family) don't have to maintain social distance between each other





# If guests are unreasonable—keep your cool

- Take a deep breath and calm yourself—don't get defensive or overreact
- Be empathetic—listen, try to understand the guest's situation
- Ignore challenging statements or questions
- Offer reasonable alternatives—avoid ultimatums
- Remember, you are talking to an emotional person, who may not respond to a rational statement.
- Respect personal space





# Practice

- Practice smiling in the mirror with and without your mask
- Practice your greeting and listen to your voice when you're smiling
  - You may need to project more when talking through a mask
  - Be careful that raising the volume doesn't make you sound angry
- With a friend or co-worker, practice some sound bites about putting on a mask and/or keeping the proper distance
- Role play some difficult conversations to practice and build confidence.



## What's next?

1. You'll need to go to this website:  
<https://forms.gle/R7Sv3wzjTQ9RpCyB9>
2. Fill in some information
3. Print out your Certificate or Participation



Monterey County Hospitality Association

## MCHA COVID19 Safety Training for Restaurants - Certification of Participation

Thank you for attending or watching the recording of the MCHA COVID19 Safety Training for Restaurants Webinar. After completing the training presentation, please complete the questionnaire below to receive a printable Certification of Completion. You may display this certification in your place of business, in advertising or media releases.

Thank you. With questions, please contact [info@mcha.net](mailto:info@mcha.net).

\* Required

Email address \*

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