

# How to communicate with a guest

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Dundaga  
2017

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*Virkas muiža*  
**HOTEL**



**TRAVEL RSP**  
Round Sunny Planet







I really want to show, present, introduce, tell...

*Usually nobody wants to listen and nobody is interested in it...*





I was waiting exactly for you and prepare myself for your visit...

*Actually I was just convinced to guide you...*



# You should know a lot about your visitors..

- Age?
  - Interests?
  - Sex?
  - Nationality?
  - Where are they coming from?
  - Communication language?
- ! Get know previous day's intensity and experience.





# Prepare...



# Be harizmatic...

*Don't read lecture...*









Be friendly, be in the same level...





Each of visitors are very special...

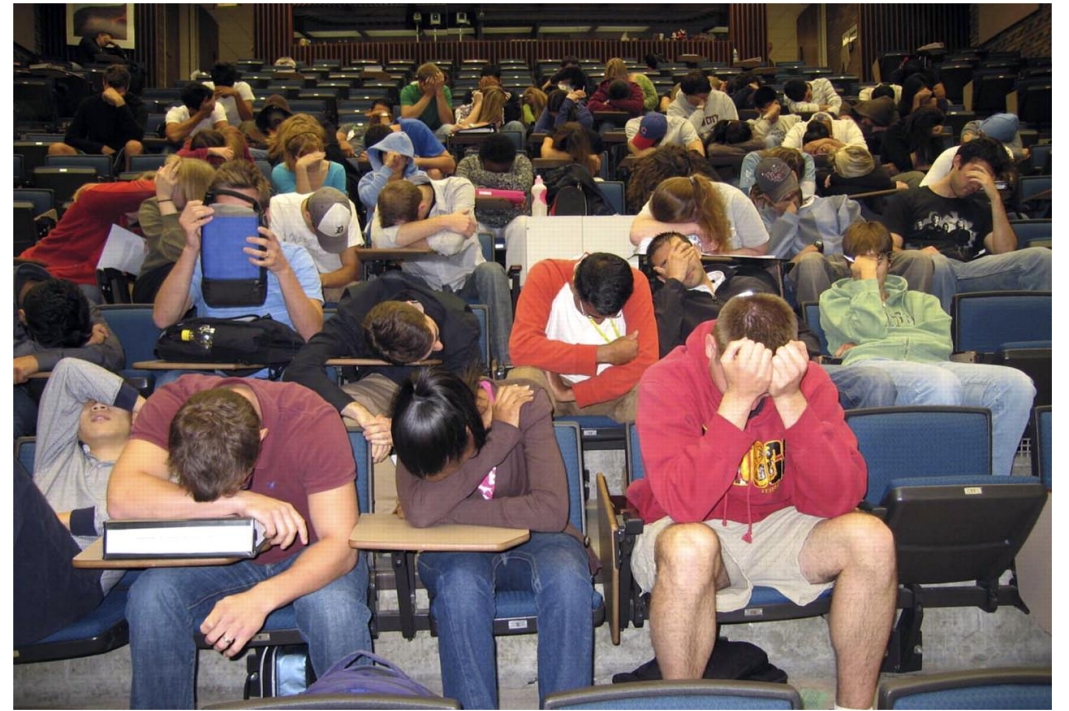
*Save intrigue, make theatre, prepare attributes, ask simple questions...*





Don't make «conveyors»...

*Everybody can not be excellent spokesman...*





# Involve your visitors...



Prize...





# Diagnose - guide...

*It's not just «diagnose», but also a work to be pay for...*



# Goods with a story...

*Souvenirs are MUST...*





# Basic needs...





# Happy to be in this place...

*It was interesting, worth of every cent been spent, I will come again and recommend to my friends...*





Thank you!