

Career Tips

Being Respectful of Your International Customers and Visitors

Many of your customers and visitors that you meet throughout the day are coming from other countries and cultures. How you handle them makes a lasting impression of you, your product or your venue. To service them may take a little longer due to possible speech barriers and their questions may be a little more detailed or even a little different. Take your time and show them your great hospitality.

Avoid any slang. They may have a little more challenge with your accent or local “sayings.” Present a person-to-person contact with them. Avoid pointing to show them a location or a certain area but try and walk them there if at all possible. Be aware and careful with over animating your moves, gestures and touching them or their children. Cultures all vary from what we might be accustomed and they value our respect for their diversity and customs.

Make all your customers and guests feel comfortable in all settings.

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