

Social aspects of personality

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Gestures are generally widely understood, although they may have different meanings in other cultures. Illustrators -do not have specific meaning -add meaning to a verbal message examples: adjusting one's clothes, biting nail or playing with objects -these indicate to others that a person is upset or nervous. Affect displays -are person's body movements that convey feelings and emotions through facial expressions and body positions. * Adaptors - typically unconscious behaviors and are used when a person is tense or anxious. Must avoid the following: * Sitting or leaning back * Resting your chin on your hand * Crossed arms * Adaptors The Facial and Head Signals - are used in our everyday dealings with other people or even in our family. Are important in tourism and hospitality industry to provide excellent guest service, The Head * In hotel or restaurant, you will use your head to send a message. Rapidly nodding your head can leave the impression that you are impatient. On the other hand, slower nodding emphasizes interest. The Mouth SMILE is very important in the industry. It conveys a message that you are approachable and is willing to assist your guests. The Hands * Confident and positive handshake breaks the ice and in an interview. * No perspiring hands and dirty nails.

The Feet * Avoid compulsive jabbing of the floor, desk, or chair with your foot; this can be perceived as a hostile and angry motion and is likely to annoy a person. Facial Expressions and Eye Contact They are not body language but they are types of nonverbal communication that can have an effect on business relations. Communication in the Workplace Wherever we are, communication always exists. In tourism and hospitality industry,

communication is very vital part towards the attainment of guest service satisfaction.

Without proper communication, the smooth flow of operation in a hotel, restaurant, resorts or other businesses that deal with guest will be impossible. The Need for Communication in the Workplace * Communication is its lifeblood. * The management can send message to employees. The decision making and control are also being implemented through effective communication. Managers of any company spend as much as 95% of their time in interpersonal communication. An effective communication in the industry requires knowing the right time to talk and time to keep silent.

The Communication Aphoristically barrier * Language barrier * Emotion barrier * Lack of subject knowledge *StressOvercoming Communication Barriers * The best way to overcome barriers is depend upon the person. * It should be taken seriously to avoid miscommunication. Use simple and clear words. * Using ambiguous words and Jargon's should be avoided. * Identify the source of barrier and eliminate it. The Good Communication Skills * For tourism and hospitality industry professionals, mastering the art of communication is a very important skill required in the provision of excellent guest service. It is also a social skill that each individual needs to develop to improve relationships. Wars to Improve Communication Skills * Listen very well to the speaker * Never try getting your ideas in a hurry * Recognize different points of view Be considerate with whom you're talking to * Be wary of giving out ideas or expressing a feeling * Trying out new words in

conversation * Try to elicit ideas from whom you are talking with to ensure that you understand each other.

Good Communication skills include... * Correct pronunciation of words * Correct use of the language/ sentence construction * Good diction * Proper stress on words Considering your speech In the tourism and hospitality industry you will be dealing with various guests, it is also important that you make an extra effort to learn the proper way of speaking to void communication barriers between the foreign guest and employee.

Types of Accents * The Natural Accent -mother tongue or first language * The Neutral Accent * The Artificial Accent Talking about your social health You need to consider your social health because this refers to the ability to get along well with people around you, making and keeping friends, offering and getting help when needed. Characteristics of Socially Healthy Individual * Willing and can accept differences with other people. * Gets along well with family members. * Befriends people both sexes. Meets and interacts with people easily. Accepts other people's ideas and suggestions. On Being Proactive The ability to be involved in providing excellent guest service is being proactive person. Being a proactive person may mean to openness to dynamism, to change, to better options, for other possible things to be done and the ability to face in a positive way challenges that she/he might encounter. Proactive Person -Is actually smart, value-driven, more resourceful, more diligent, more creative and more cooperative. * Social Grace -Is more popularly known as good manners and etiquette.

This is very important to be in our character as it shows our ability to project ourselves in any occasions especially when meeting various professional people in the tourism and hospitality industry. * Etiquette This refers to a pattern of behavior that one should have in order to have consideration for others, good taste, appropriateness and good conduct. Some practices that has to develop and master by the future Tourism and Hospitality professionals. * During conversation * During Introduction of People * During Invitation too Party/Social event * On dining * On the use of table wares and equipments

Business Etiquette - It is another important thing to consider. Future tourism and hospitality professionals should start learning the etiquette required in a business and practice them in situation that is applicable for them. * Be on Time * Greet the people around you * Have that telephone manners * Be conscious of behavior during office occasions * Respect and appreciate other people * Be conscious with company policies * Respect and appreciate each employee Etiquette in Public Places * In the Street. At the Bus. In a Train. At the Restaurant. At the Cinema. At the Church