



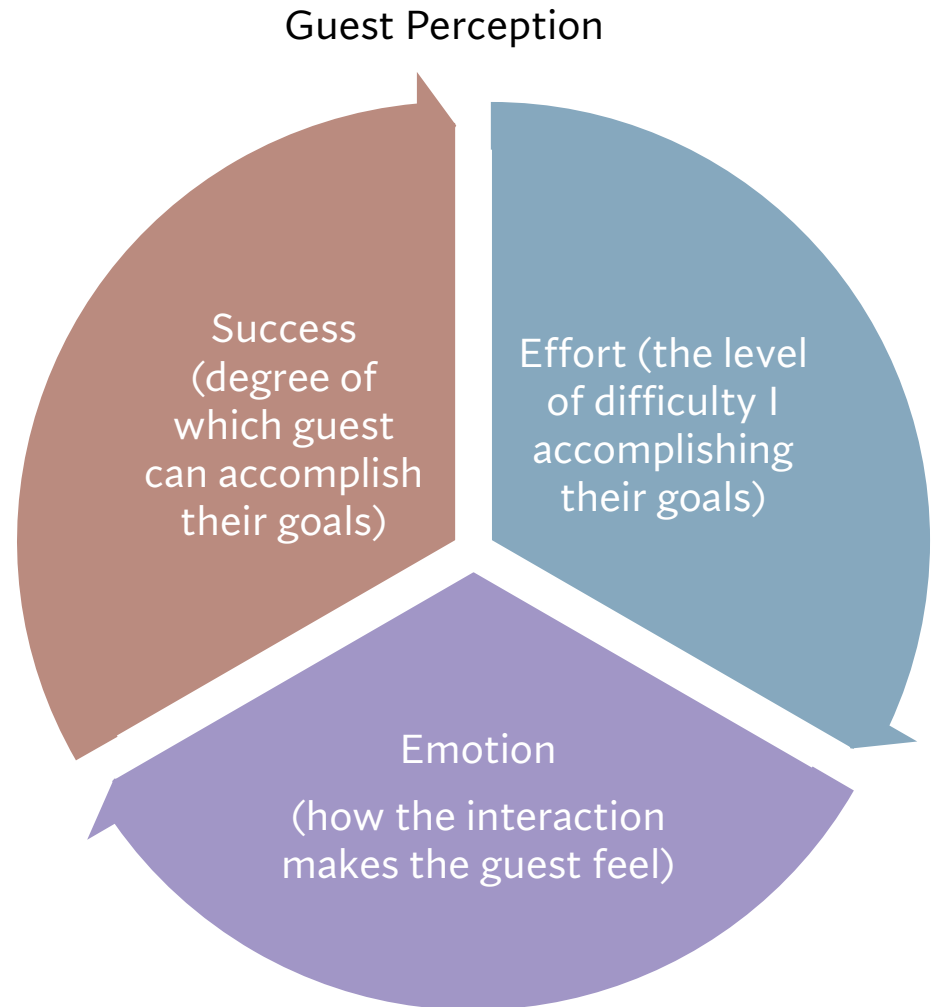
# GUEST EXPERIENCE

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## What is guest Experience?

Why is Guest Experience an important weapon for service industry?



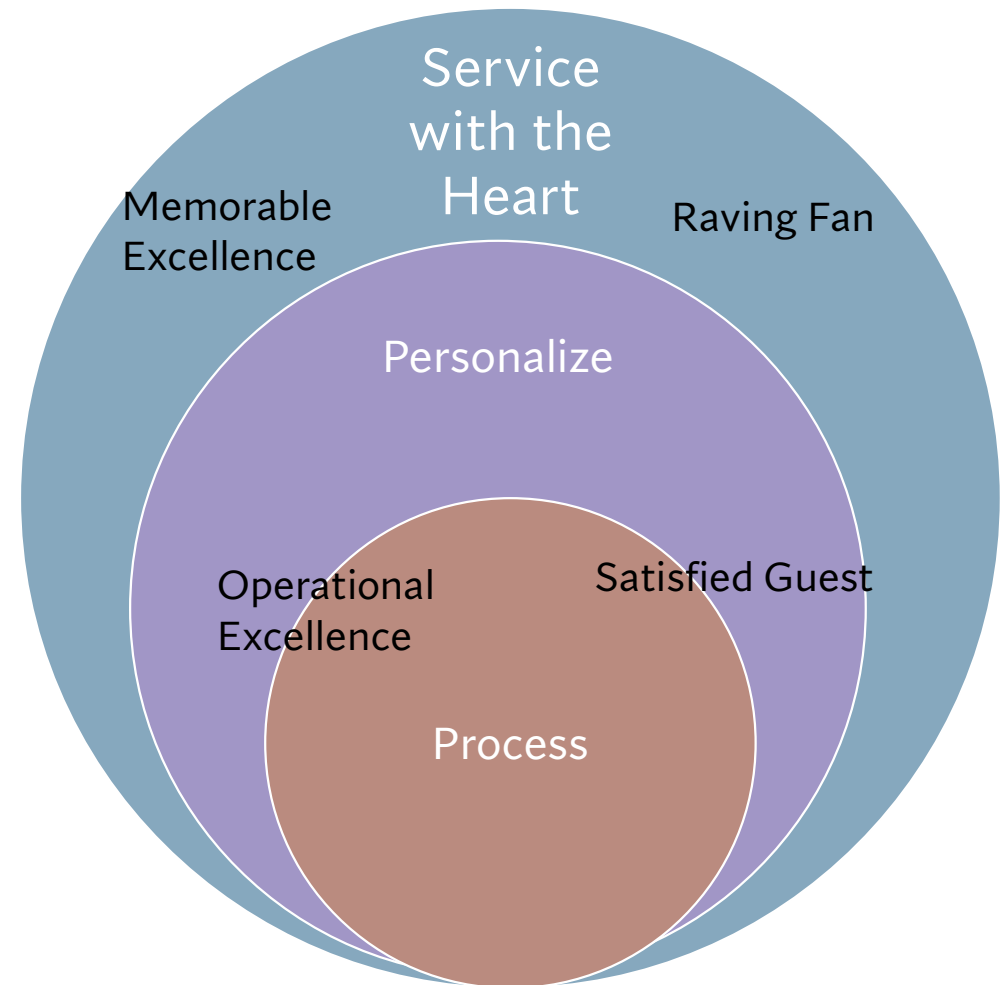


## **Back to Basic – Creating First Impression and Grooming Standards**

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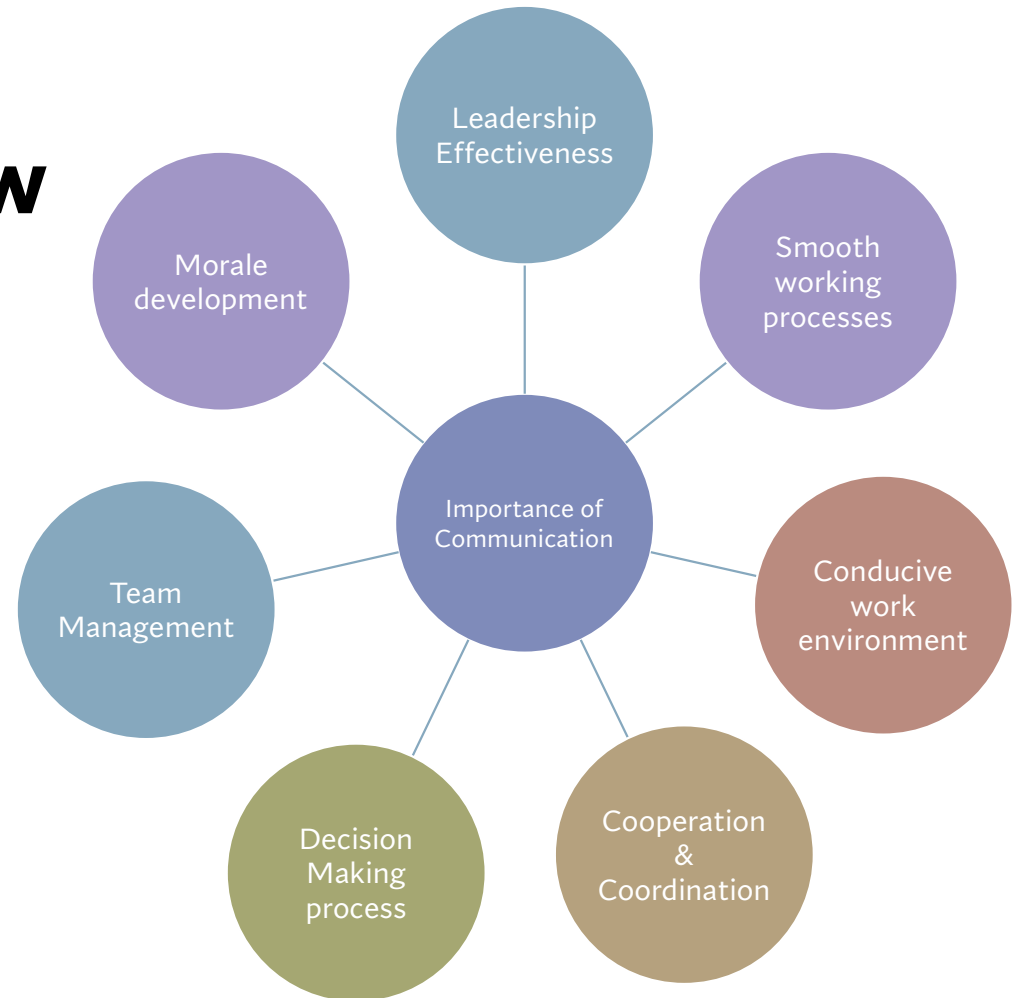
**– how to  
magnify  
guest  
experience?**

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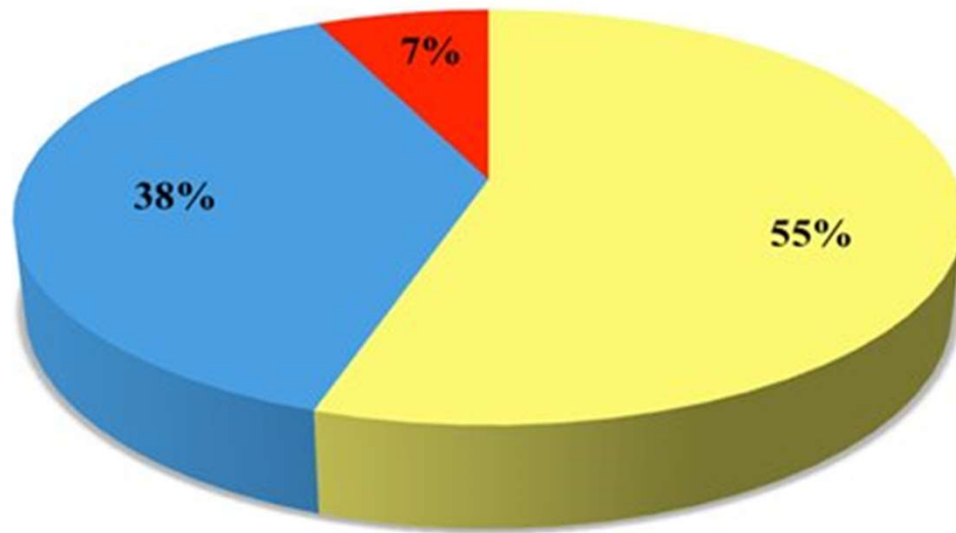
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# The importance of Communication – How to get things done effectively





# Communication Channel



Verbal Communication \_\_\_\_\_ %  
(sentences/words)  
Komunicasi Verbal

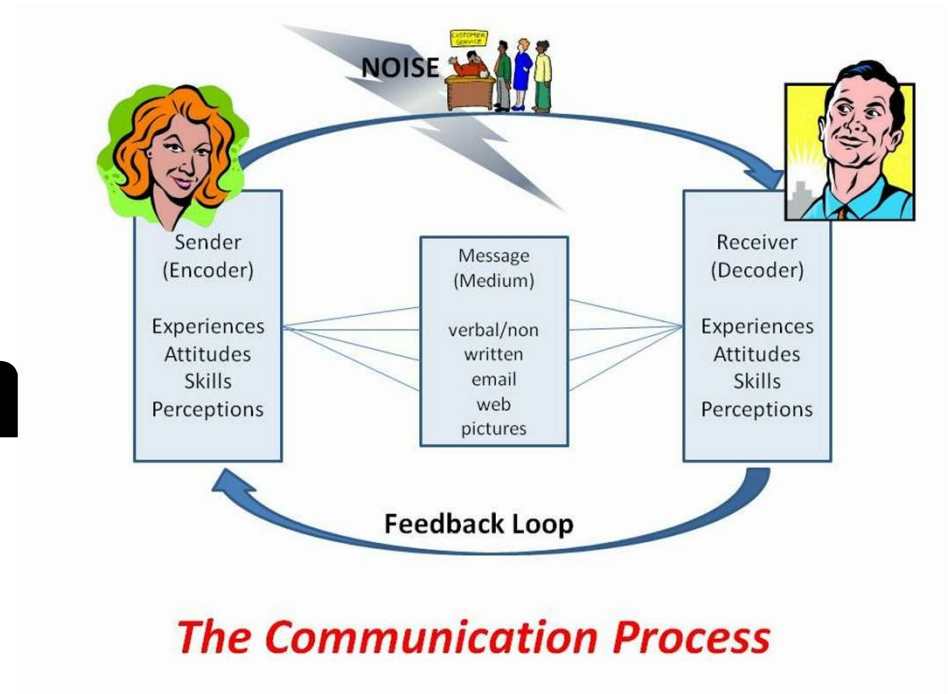
Vocal Communication \_\_\_\_\_ %  
(tone/sounds)  
Komunikasi Vokal

Non-Verbal Communication \_\_\_\_\_ %  
(eye contact/gesture/body language/habit)  
Komunikasi Bukan Verbal

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# Communication Process







# Listening Skills

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