

Greet Visitors

Basic Business Skills

Greet Visitors

Overview: We will examine basic business skill (greet visitors)

Objectives:

- Recognize actions recommended for greeting visitors
- Describe ways to appropriately greet visitors
- Contemplate your response to a hypothetical business situation

Outline:

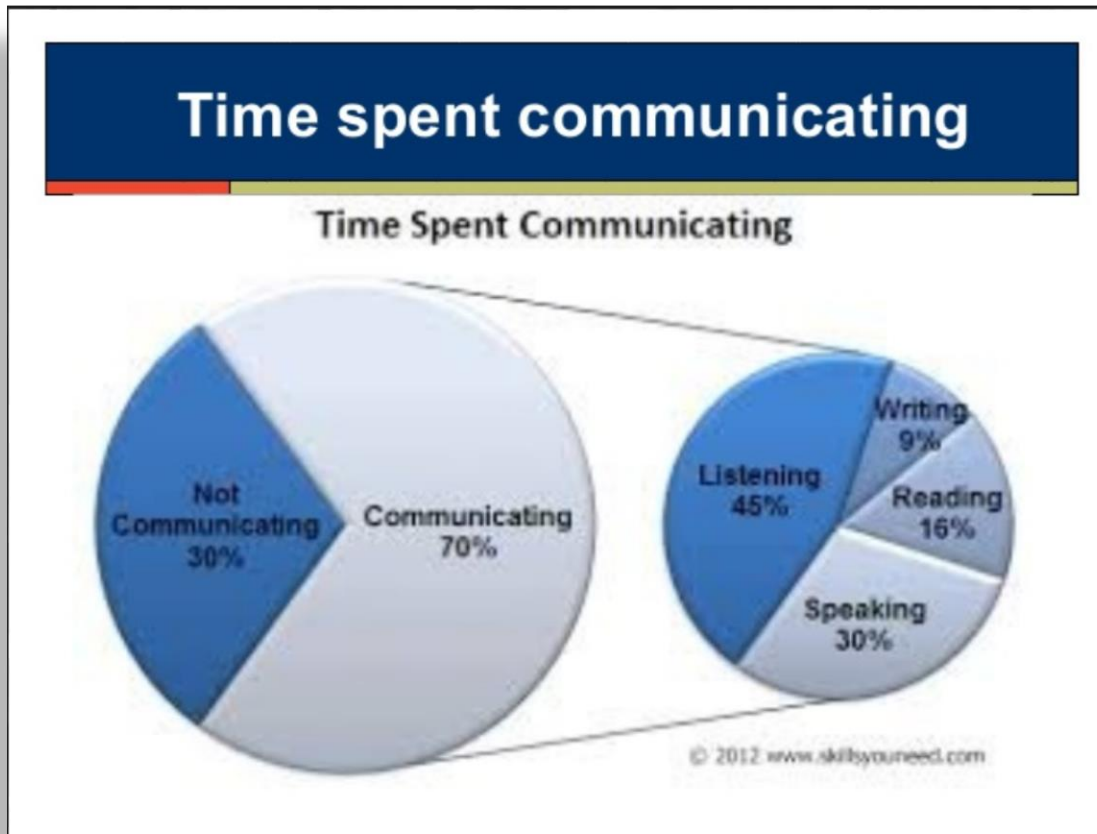
- Take notes on three short videos and discuss as a class
- Summarize/rephrase four paragraphs and discuss as a class
- Complete a R.A.C.E. summary
- Draw a poster or diagram.

Why should a business person be concerned about greeting visitors?

Standard: Greet and direct visitors (MAAS.01.01.a)

Thought starter

Question does this graphic represent normal communication?



Standard: Greet and direct visitors (MAAS.01.01.a)

Greet Visitors

2:44



Welcoming a Visitor to your company

<https://youtu.be/VqNCWJjIvU>

4:50



How to Greet Customers

<https://youtu.be/kkxMFUk648o>

2:43



Body Language Do's & Don'ts | Good Manners

<https://youtu.be/ZlBQxCzgRLw>



Wikipedia Link: Greeting

<https://en.wikipedia.org/wiki/Greeting>

Standard: Greet and direct visitors (MAAS.01.01.a)

Greet Visitors

Summarize each paragraph individually.

Discuss each summary as a class.

Summarize your understanding of each paragraph.

Price is one of the 5-P's in the marketing mix (Product, Price, Packaging, Place, and Promotion). Sometimes other "P's" are included in the list (People, Process, Physical Attributes).

Charging too much or too little for a product or service is usually bad for business. However, there may be times when either of these extremes is appropriate.

Loss leaders are products and services priced below the market price. These are intended to attract customers with the intention of customer purchases of other, higher priced products or services.

Premium pricing is used when a good or service is difficult to find, or otherwise in high demand. When customer demand exceeds available supply, premium pricing might be a good strategy.

Standard Identify pricing strategies to set prices for marketing. (MKCO.12.01)

Standard: Greet and direct visitors (MAAS.01.01.a)

Greet Visitors

Assume you are the supervisor for the front-desk clerk. A new employee has recently been hired. You think the employee could do better in greeting visitors.

Q. How will you respond to this situation?