

COMMUNICATING WITH VISITORS

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- When approaching visitor(s): 1) **Smile** 2) **Greet the visitor(s)** 3) **Offer assistance**

APPROPRIATE		INAPPROPRIATE	
Greeting the Visitor	Offering Assistance	Greeting the Visitor	Offering Assistance
<ul style="list-style-type: none"> Good morning Good afternoon (12pm – 6pm) Good evening (6pm-12 midnight) Assalamualaikum Hello 	<ul style="list-style-type: none"> How may I help you? How may I be of assistance? May I help you? What can I do for you 	<ul style="list-style-type: none"> Yo! Hi! What's up? Hey! Oi! 	<ul style="list-style-type: none"> What? What do you want? What is it? What do you want me to do? What are you here for?

- When asking about the visitor's appointment or offering to relay a message or requesting the visitor to wait

Asking about appointment	Offering to relay a message	Requesting the visitor to wait/ take a seat
<ul style="list-style-type: none"> Did you make an appointment with him? Would you like to schedule an appointment? Do you have an appointment with her? Would you like to make an appointment? 	<ul style="list-style-type: none"> Would you like to leave a message? I can relay to him a message if you like I will be happy to inform Dr Razak of your visit 	<ul style="list-style-type: none"> Madam Aini has a visitor at the moment. Would you like to take a seat Dr Ali is on the phone right now. Please take a seat. Ms Chai will see you in five minutes. Please have a seat first.

- When 'expected' visitors are waiting, you may engage in small talk with him/her. Some common expressions:

Talking about the trip	Talking about the weather	Talking about accommodation/ the city
<ul style="list-style-type: none"> How was your flight? Did you have a good trip? Do you like travelling in plane? Did you fly or did you drive? 	<ul style="list-style-type: none"> What was the traffic like on the highway? Do you like the sun here in Malaysia? Were you caught in the terrible thunderstorm and shower yesterday? 	<ul style="list-style-type: none"> Where are you staying while you are in Johor? Have you had the time to visit downtown Johor Bahru?