

- E. Social Manners
 - F. Table manners
 - G. Business and professional behavior
4. Discuss procedures and techniques for dealing with guest issues
 - A. Handling complaints
 - B. Dealing with angry guests
 - C. "The guest is always right"?
 - D. "The answer is always 'Yes'"?
 - E. Remembering requests and names
 - F. Guests expectations
 5. Identify and discuss techniques for dealing with special circumstances relating to proper etiquette and guest service
 - A. Diversity (all) considerations
 - B. Impact of age on communication and expectations
 - C. Special needs of guest
 - D. Education and training of staff and guests
 - E. Situation
 - i. In person
 - ii. Telephone