

Non-verbal Communication³

It is important to communicate well at work. You often send messages through your tone of voice, facial expressions or body language.

Your Turn!

Read the following situations and write down what you think are the possible messages that are being sent.

1. A customer approaches the counter where you are standing. You greet the customer by smiling and saying, "Good morning." The customer does not look at you or respond to your greeting.

2. As you approach a table of two in your restaurant, you notice one of the customers looking at his watch. His movements appear hurried and he is talking very quickly.

3. You greet your boss and she smiles back at you.

³Ready to Work North Workbook (p.137)