

Training in RURAL TOURISM

EXERCISE 5.2

STAFF

Description	Yes	No	To be improved
The appearance of the staff is neat and clean			
Staff wears a uniform or name tag			
Staff greets guests			
Helpful, kind, cheerful, professional,			
Well informed about the tourist household			
Staff is not overbearing			
Asks guests where you are from, how you heard about us, etc.			
Know about tourism in the area, gives suggestions and instructions			