

# 3A First Impressions Self Assessment

First impressions are very important in the Hospitality Industry. Think of the first impressions you leave with others. What do they think when they first meet you? Use this self-assessment exercise to write your thoughts around the 5 aspects.

Aspect	What's Good?	What could be improved?
<p><b>The Way You look?</b> e.g. professionally dressed, clean uniform, well groomed...</p>		
<p><b>Your Workstation / Work Area?</b> e.g. tidiness, clean area, organized paperwork, clean floors, equipment in working order...</p>		
<p><b>Face-to-Face Contact?</b> e.g. smiling, eye contact, build rapport with people, friendly, enthusiastic, cooperative, open...</p>		
<p><b>Telephone Contact?</b> e.g. warm burst of enthusiasm at beginning, helpful manner, friendly, varied tone, proper rate of speech, clear pronunciation, professional...</p>		
<p><b>Email Contact?</b> e.g. getting to the point right away, clear professional statements, using bullets for multiple points...</p>		

