***Chapter 7: Communication***

**7.1 The Communication Process, pg. 413**

* ***The Process of Communication***

1. What is the definition of communication?
2. Communication includes both \_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication. Give an example of each:
3. What are the 5 parts of the communication process? Define and give an example of each part.
4. What are the 2 types of messages that can be sent?

* ***Barriers to Communication***

1. What is a barrier to communication?
2. How can a person minimize communication barriers when speaking to another person?
3. Describe and give an example of each of the obstacles to good communication.

* Lack of time
* Fear of confrontation
* Language differences
* Semantics
* Jargon
* Tone of message
* Clarity
* Assumptions
* Cultural differences
* Prejudices and biases
* Noise
* Nonverbal boundaries
* Gestures
* Other distractions

**7.2 Communication Skills, pg. 424**

* ***Personal characteristics that affect communication skills***

1. What are 3 personal characteristics that can have a major impact on communication between people?
2. What is credibility and why is it important when helping a guest solve a problem? How does one develop credibility?

* ***Effective listening***

1. Define Listening:
2. What are the 8 steps to effective listening?

3. Give examples of how a person can use body language to show that they are listening?

4. Why is it important to take notes when listening to important information?

* ***Effective speaking***

1. What are the qualities of an effective speaking?

* ***Effective telephone skills***

1. What are 10 business-appropriate telephone skills every employee should know?
2. What are the guidelines for putting a person on hold?

* ***Effective writing***

1. What are the 3 common parts of written communication?
2. List the 10 steps to effective writing:

3. What are the benefits of speaking properly (*avoiding the use of slang, casual expressions or swearing*) in the workplace? (On the Job: Words in the Workplace, pg. 436)

**7.3 Types of Communication, pg. 443**

* ***Organizational communication***

1. Define Organizational communication.
2. What is the difference between a mission statement and vision statement?

* ***Interpersonal communication***

1. What is interpersonal communication?

* ***Verbal Messages***

1. What is empathy?
2. What is feedback?
3. How can a manager’s communication skills affect a restaurant’s overall success?

**Chapter 7: Communication Definitions**

**Key Terms:**

mission statement feedback interpersonal communication

vision statement credibility empathy

listening organizational communication

The process of sending and receiving information by talk, gestures, or writing for some type of response or action.

The ability of a person to be believed.

The act of identifying with the feelings, thoughts, or attitudes of another person.

Communication that helps a person understand how well he or she has done something and how to improve.

Any two-way communication that has immediate feedback.

The ability to focus closely on what another person is saying to summarize the true meaning of a message.

Primarily serves an internal function; it describes the company's purpose and key objectives to its team and owners.

The numerous messages and information that convey operational procedures, policies, and announcements to a wide variety of audiences.

Directed both internally and externally; it defines the company's purpose and values to employees (so they know how they are expected to behave) and customers (so they understand why they should work with or patronize the company).