What is Hospitality?

The importance of small details of social interaction between staff and client such as maintaining eye contact, friendly greetings, physical appearance and body language are important tools in hospitality. They can make the difference between a guest recommending your establishment to a friend, or feeling that your business was cold and uninviting.

Hospitality is an attitude.

- We need to WELCOME our visitors as our guest
- Show them a good time
- Meet their needs – and give them something extra so they will want to visit again

What does it mean to me?

- You are a viable part of a growing industry
- You help SHARE our community by informing visitors of our history and recreational destinations
- TAX dollars from visitors go back to OUR community to fund schools, improve and provide for better roads, provide public service, and provide funding for law enforcement

Hospitality is WHAT we say and HOW we say it.

Steps for Starting a Hospitality Workshop
1) Determine who needs Hospitality Training

2) Determine the assets of your community. Make a list of possible locations visitors might want to see. Know the exact location, hours of operation, and other amenities.

3) Review tips on how customers/visitors want to be treated?

4) How do you handle difficult situations?

5) Review how first impressions affect the way a visitor feels about your community: personal appearance, cleanliness, local knowledge to answer questions, what kind of attitude do you have? etc.

6) What are the visitors’ needs? Can you: give correct directions; answer specific request - where can I buy flowers; what is the closest restaurant that serves vegetables; where is the hospital; where is the closest car mechanic, etc.

7) Know all emergency contacts including: nearest hospital, law enforcement, local dentists, poison control, ambulance transportation; fire department; City Hall; Chamber of Commerce

8) Maintain a current list of the following with contact information, hours of operation, street address, telephone: restaurants, hospitals, grocery stores, car mechanics, doctors, dentists, attractions.

9) Make a list of things to do in your community.

10) Know the history of your community: how did it get its name; what is the population; where are cemeteries; do you have museums; where are historical sites, etc.

**Beginning Activities for Developing Hospitality**

To begin to provide hospitality for your community, it is important to know all the resources available. A “Community Assets Inventory” gives you information on the places you have to market. The “Community Resources Inventory” gives you a current and thorough listing of the organizations and people that can be called on or coordinated to expand a town’s current offerings. An “Inventory of Available Buildings” gives you a current listing of places to house your business and cultural opportunities. Although developing this information takes time and effort, the information will be utilized locally and can enhance your hospitality to visitors.
It is useful to develop a thorough list of a community’s assets. These are the physical, natural and cultural attributes that a community has that can be a basis for further enhancement or economic development. Examples would include: historic downtown, historic buildings, bridges, cemeteries and places; rivers, caverns, unique biological species of birds, reptiles; birthplace of famous persons; location of first-time events or historic events; artist’s colony, museums, theatres, music, art, cultural festivals, etc. In addition, it is important to capture the infrastructure or transportation assets in the area, as well as educational and other aspects of quality of life.

It is useful to have a community or group meeting, where the group brainstorms and develops an exhaustive list of community assets. The next step is to make sure there is a written description and contact information for all those assets that have economic value. These written descriptions can be used for flyers, brochures, websites, etc.

**Community Resources Inventory**

To begin or enhance the process of community development, it is helpful to build a database of community organizations that offer programs, services and activities to the local community.

Collecting this information can be done in various ways: mailed or face-to-face survey, or assigned to one or more persons to research and collect.

The end result is a “Community Resource Guide” which gives the local community, as well as those from outside, a comprehensive listing of professional, service and volunteer organizations that can be drawn on for community improvements.
<table>
<thead>
<tr>
<th>Type of Association</th>
<th>Examples/Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Artistic</td>
<td>Musical, theatrical, writing</td>
</tr>
<tr>
<td>Business</td>
<td>Chamber of Commerce, trade groups, business clubs</td>
</tr>
<tr>
<td>Charitable Drives</td>
<td>Red Cross, United Way, Volunteers of America</td>
</tr>
<tr>
<td>Church related</td>
<td>Volunteer groups for maintenance and youth/senior help</td>
</tr>
<tr>
<td>Civic Events</td>
<td>Mule Day, Watermelon Festival, Flea Market, Art Fair</td>
</tr>
<tr>
<td>Community Support</td>
<td>Friends of the Library, hospital auxiliaries</td>
</tr>
<tr>
<td>Elderly</td>
<td>Senior citizens clubs</td>
</tr>
<tr>
<td>Ethnic Associations</td>
<td>Black Heritage, Scottish Association</td>
</tr>
<tr>
<td>Health and Fitness</td>
<td>Aerobics, walking, tennis</td>
</tr>
<tr>
<td>Interest Groups</td>
<td>Book clubs, Genealogy, Historic Preservation</td>
</tr>
<tr>
<td>Ladies’ Groups</td>
<td>Civic, Gardening, Association Chapter</td>
</tr>
<tr>
<td>Local Media</td>
<td>Newspaper, newsletters, local cable/radio</td>
</tr>
<tr>
<td>Men’s Groups</td>
<td>Civic, educational, political, social</td>
</tr>
<tr>
<td>Neighborhood</td>
<td>Crime watch, clean-up</td>
</tr>
<tr>
<td>Outdoor Clubs</td>
<td>Master Gardeners, Audubon, conservation</td>
</tr>
<tr>
<td>Political</td>
<td>Democrats, Republican, caucuses</td>
</tr>
<tr>
<td>Recreation</td>
<td>Team sports, walking, cards</td>
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<tr>
<td>School</td>
<td>Parent/ Teachers, Alumni, school clubs</td>
</tr>
<tr>
<td>Service Clubs</td>
<td>Civitan/Civinettes, Kiwanis, Rotary, local</td>
</tr>
<tr>
<td>Study Groups</td>
<td>Bible, literary &amp; heritage</td>
</tr>
<tr>
<td>Youth</td>
<td>Scouts, Boys and Girls Clubs, YMCA</td>
</tr>
</tbody>
</table>
Your Community: Assets and Opportunities

1. What are some of your community’s major assets?

2. What are some unrealized or under-developed opportunities for your community?

3. Does your community have a team of people or organizations in place, which can begin to carry out community development? If yes, who are they?

If not, what organizations can be called on to begin the process of organizing such a team?
IDENTIFY WHO NEEDS HOSPITALITY TRAINING

INFORMATION FORM

FOR POTENTIAL PARTICIPANTS FOR HOSPITALITY TRAINING

Some important **REASONS** that hospitality training is necessary include: INFORMATION, EVENTS, DIRECTIONS, DETAILS, LOST PEOPLE. Who needs Hospitality Training??

Please help us identify business owners, staff and organizations that are first point of contact with visitors/guests in Bibb County. (EXAMPLE: Individuals from Chamber of Commerce, library, key restaurants, convenience stores, gas stations at crossroads, hotels, etc).

1) NAME:

________________________________________________________________________

TITLE or Affiliation with Business:
________________________________________________________________________

NAME OF BUSINESS:
________________________________________________________________________

MAILING ADDRESS OF BUSINESS:

________________________________________________________________________

________________________________________________________________________

TELEPHONE: _________________________ FAX: ____________________________

E-MAIL:
________________________________________________________________________

1) NAME:

________________________________________________________________________

TITLE or Affiliation with Business:
________________________________________________________________________

NAME OF BUSINESS:
________________________________________________________________________

MAILING ADDRESS OF BUSINESS:

________________________________________________________________________

________________________________________________________________________

TELEPHONE: _________________________ FAX: ____________________________

E-MAIL:
________________________________________________________________________