

Chapter10

Application of Psychology to Professionalism



- Delight customers
- Passionate about service
- Fast
- Create value in the product

Personality in Hospitality



- Good health
- Good eye sight
- Good complexion
- Good posture
- No deformities
- Strong arms and fingers which are nimble
- Good figure
- Intelligence
- Neatness
- Quietness
- Good memory
- Interesting in business
- Initiative
- Patience
- Knowing of foreign languages
- Honesty