

Section 1. Welcome & Introduction

Materials: Presentation slides 1-2

Time: 5 minute

 Facilitator Says:

"Welcome everyone. Today's session will be quick, sharp and very important. We will be talking about something simple but very powerful: the art of apologizing. Not the generic, robotic "sorry", but the kind of apology that makes guests and other people around you actually feel heard.

By the end of this short session, you'll be able to:

- understand why a genuine apology matters*
- avoid empty, overused phrases*
- apologize with empathy and resolve guest complaints more easily*

And simply become a better communicator.