



Nick Bishop Solutions

“When your face does the talking...Even on the phone!”

“Body Language” is critical to how we communicate. It gives away far more than the words that we speak. So what impact does that translate to when we speak on the phone?



I am fascinated with people, about performance and watching people doing great things. It's one of the reasons that I wrote my eBook...[“My Best Version of Me”](#) .

Just a few short hours ago, I popped in at a pub close to where I live. I had been watching a football match. My team had won 2 -1 in front of a crowd of 5600. Life felt good.

I relaxed with a relaxing glass of red wine...It's my poison!

The phone rang behind the bar and the “Duty Manageress” answered the phone. It was clearly a request for booking a table that evening to eat. Nothing unusual in fact you could say quite routine. But what followed made me watch with added interest.

Obviously I could not hear the caller's words, but what really attracted me were not just the words that the “Duty Manageress” was using so effortlessly, but her facial expression and body language...On the phone...Yes on the phone! The smiles, the actual body language, the arm movements, the laughs...They were all there. It was almost like a new friendship being created...We talk about first impressions.

While I try not to use the word “experience” too much, it can apply to dining. The food, the atmosphere, the service, the ambience. The experience is more than just the food. I really believe that this diners experience started from the moment that they made that first phone call. As they got ready to come out, to relax, to enjoy a drink to relax over food with friends, the journey will truly have started with that initial phone call!

Never forget that we get many chances to delight our customers. Make sure you do it on every occasion!

“Few realize how loud their expressions really are. Be kind with what you wordlessly say”

Richelle E. Goodrich