

# WELCOMING THE WORLD

## READINESS CHECKLIST FOR HOTELS & RESTAURANTS

*As global guests arrive for the upcoming international soccer tournament, small expectation gaps can quickly become defining moments.*

*Three areas to review with your team:*

## PREPARE YOUR PEOPLE

Set your team up for success

- Staff up for peak volume
- Build cultural confidence
- Use universal cues & signage
- Offer language options

## MAKE INTERACTIONS EASY

Set the standard for ease

- Address tipping culture
- Clarify taxes & fees
- Adjust the payment process
- Embrace different service rhythms

## PROTECT GUEST EXPERIENCE

Prevent small gaps from turning into bigger issues

- Intervene early
- Clarify intent
- Navigate language differences calmly
- Prevent escalation

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**Kafi London**, creator of BeyondHello<sup>®</sup>, is an internationally respected cultural readiness and human connection strategist who helps hotels and restaurants confidently welcome guests from diverse cultures and backgrounds. Her work equips teams to connect, communicate, and collaborate with ease, creating inclusive, welcoming experiences for local and international guests.

***Curious to go deeper?***

*Scan to learn about BeyondHello & Cultural Readiness*



*KafiLondon.com/beyondhello*

