



Eye Contact, Body Language and Posture Help Build Great Relationships

By Mark Seenarine

Managers are quite often the first person that owners and residents meet. Along with concierge and housekeeping staff, this team makes up the front facing connection for many owners, residents and guests. It's important to make them feel welcome no matter if they have a complaint or just want to chat. Simple things like making eye contact can help managers build better relationships, improve customer service and assist with security and safety on your property. Here are some valuable tips to incorporate in your daily routine.



Eye Contact

Make eye contact and say hello to everyone entering the property or the management office. Making eye contact and greeting everyone serves to create a friendly, as well as secure, environment for guests. Greeting everyone and making conversation/eye contact will assist you in building relationships, will increase the level of customer service and increase rapport to aid in incident resolution.

Making eye contact can also help you be on the lookout for suspicious behaviour.

Lack of eye contact is sometimes an indicator of suspicious or illegal activity and should prompt you ask more questions and investigate further.

Positive Body Posture

Don't lean on walls or slouch in your chair. Don't fold your arms or put your hands in your pockets. Folded arms can send a signal of being closed-off, less friendly or defensive. Having your hands in your pockets does not look professional and can also be a safety issue if someone attempts to strike you. Open hands in front of you creates openness and you are also quickly prepared to defend yourself if that unfortunate situation ever arises. If dealing with a potential aggressor, practice the defensive stance with one leg behind you and be two arms lengths away from the subject you are speaking to.

Unusual body language and nervous behaviour can also be an indicator of suspicious or illegal activity. If someone is acting suspiciously, this could lead to you ask more questions and investigate further.

**15-10-5 RULE
with all interactions**

At 15 feet away
make eye contact

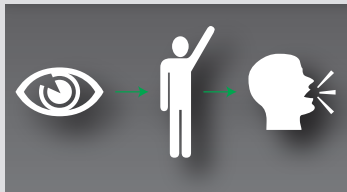
At 10 feet away
smile, stand, acknowledge

At 5 feet away
offer an authentic greeting
and offer assistance

This 15-10-5 rule is practised by many top service companies in the world. In the condominium industry, it's essential the entire public-facing/first point of contact team of security concierge, housekeeping and property management practises these values and be on the same page. This Oneteam customer service approach is essential to serving ... and protecting ... the community.

**Eye Contact, Body
Language & Posture**

- Builds Great Relationships
- Customer Service Excellence
- Security & Safety



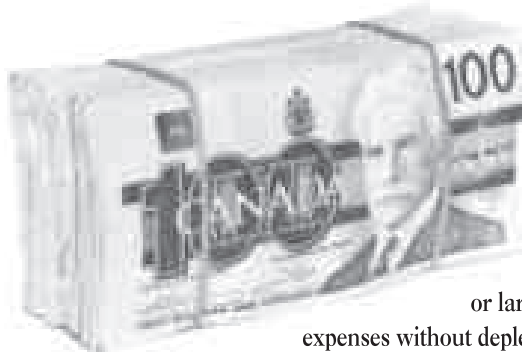
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