Introduction to Careers in Hospitality and Tourism

Unit 3- Skills Needed for Customer Service

**Instructional Activity 14**

**Are you a good listener?**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_ Period: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Analyze your listening skills. Each of the following questions focuses on a negative listening habit. Score yourself on each one, with 1 meaning you never do this and 5 meaning you do this often. Then use the last question to analyze your results.

1. When talking with someone, do you find yourself thinking about something else?(the dance, your boy/girlfriend, texting)

Never-1 2 3 4 5 - Often

1. Do you forget to ask questions in response to what someone else is saying?

Never-1 2 3 4 5 - Often

1. When having a conversation, do you take over?

Never-1 2 3 4 5 - Often

1. Do you interrupt and/or change the subject when someone else is speaking?

Never-1 2 3 4 5 - Often

1. Do you finish sentences of others?

Never-1 2 3 4 5 - Often

1. When you do not like the speaker or the topic, do you tune out the other person?

Never-1 2 3 4 5 - Often

Your score will be between 6 and 30. A low score suggests stronger listening skills. A higher score suggests that you may need to improve your listening skills. Summarize the evaluation of your responses. What do you need to do to improve as a listener? Explain how you will do this.