

## ENGAGING THROUGH BODY LANGUAGE

### LEANING INTO GLOBAL HOSPITALITY

Choose at least three ethnic communities and search for information about cultural norms to complete the table below. Pay careful attention to the intersections of other dimensions of cultural identity (e.g., age, gender, social class, religion).

Cultural Norms	Cultural Community 1	Cultural Community 2	Cultural Community 3
Eye contact			
Greeting norms			
Physical contact			
Hand gestures			
Head gestures			
Posture			
Other			

Reflect on your own cultural norms in relation to those you discovered. Write a list of tips for yourself to ensure that you think critically about how you engage through body language. Consider carefully how just *doing what comes naturally* in your encounters with clients may not reflect or communicate an ethic of care.