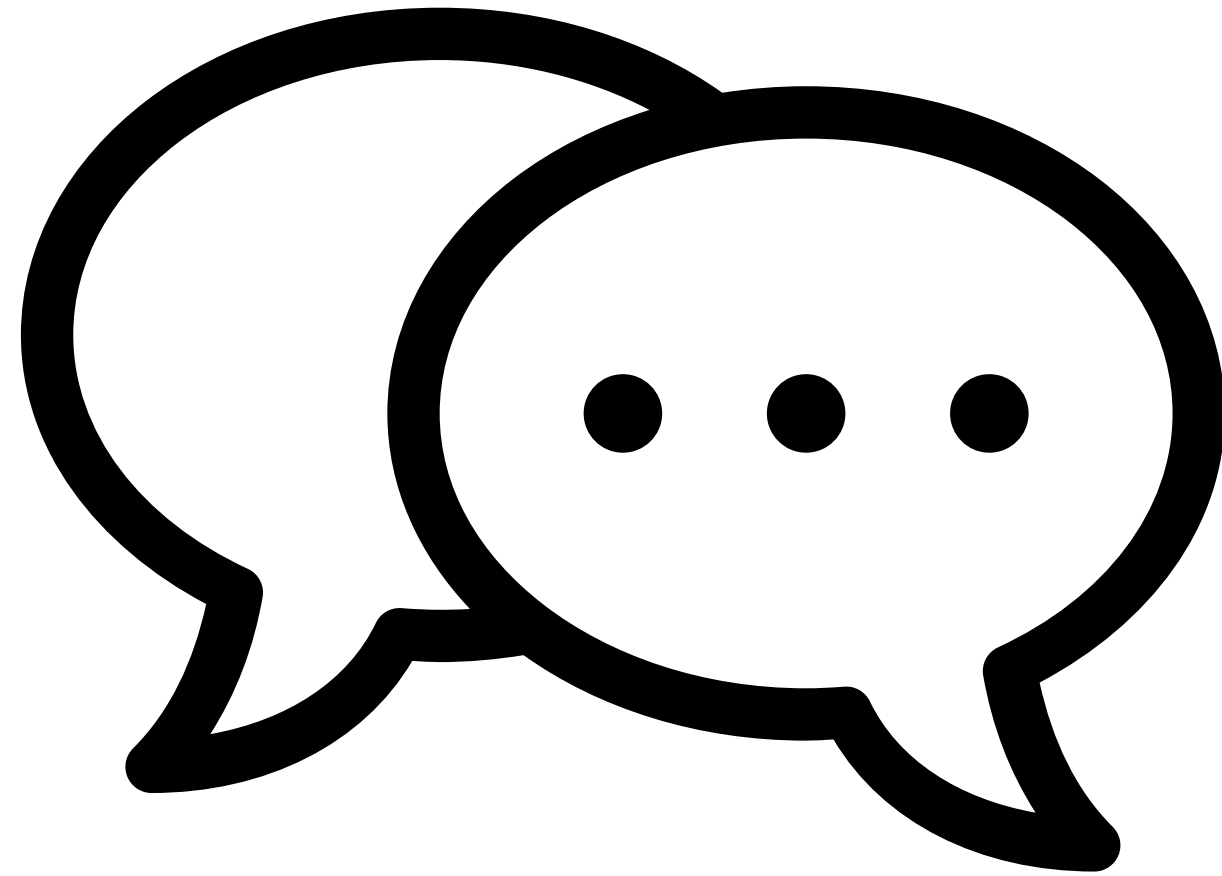




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# SMALL TALK



THOMAS S.  
NICHOLAS C.

OLIVER G.  
MICHEAL M.

# What Is Small Talk?

Small talk is a type of casual, polite discussion about unimportant or common subjects.

It is not intended to be in-depth or intimate.

The goal is to close social gaps, foster connection, and provide comfort.



# Where We Use Small Talk

At work (meetings, hallways, networking events)

Social gatherings

Waiting rooms, elevators, or lines

First dates

Meeting neighbors or classmates

On the phone

Topics:

Weather ("Nice day today, isn't it?")

Daily life ("How's your morning going?")

Current events (light ones)

Travel, food, entertainment, etc.



# Tips for Effective Small Talk

- Ask Open-Ended Questions: Promote thorough responses that go beyond "yes" or "no" ("How was your weekend?" vs. "Did you have a good weekend?").
- Be a Good Listener: Pay attention to what the other person is saying and give thoughtful answers. It's important to actively listen.
- Be Sincere in Your Interest: Instead of making an excessive effort to appear interesting, show interest in other people.
- Keep Your Body Language Positive: To come across as friendly and involved, make eye contact, smile, and maintain an open posture.



# EXAMPLES OF SMALL TALK

## Booking a room



# INFORMAL

(casual)

**Receptionist:** Hey there! Welcome. How's your day going?

**You:** Pretty good, thanks. A bit tired though—long trip.

**Receptionist:** I can imagine! Hopefully we can get you settled in quickly. Are you looking to book a room?

**You:** Yeah, I'd like a room for tonight, if you've got one available.

**Receptionist:** Sure thing, let me check... Yep, we've got a few rooms open. Just for one night?

**You:** Yeah, just tonight. I might extend if I survive this jet lag.

**Receptionist:** Haha, totally understandable. Single or double room?

**You:** Single is fine.

**Receptionist:** Great. Could I get your ID please?

**You:** Here you go.

**Receptionist:** Thanks! Alright, I've got you booked in. Your room's on the 3rd floor. Elevators are down the hallway to the right.

**You:** Awesome. Is breakfast included?

**Receptionist:** Yep! From 6:30 to 10. Lots of coffee—we know what mornings feel like.

**You:** Perfect, that'll save me. Oh, Wi-Fi password?

**Receptionist:** It's on the key card sleeve. Just log in with your room number.

**You:** Sweet. Thanks a lot!

**Receptionist:** No problem! Hope you get some rest. If you need anything, just drop by the desk.



# FORMAL

(very polite)

**Receptionist:** Good afternoon, welcome to the Grand Continental Hotel. How can I help you?

**You:** Good afternoon. I'd like to book a room, please.

**Receptionist:** Of course. What dates will you be staying?

**You:** From the 12th to the 15th of November.

**Receptionist:** A single or double room?

**You:** A single, please.

**Receptionist:** Very well. May I have your name and ID?

**You:** Nicolas Kleinderlik, here's my passport.

**Receptionist:** Thank you. Your booking is confirmed. Check-in is from 2 p.m.

**You:** Perfect, thank you.

**Receptionist:** My pleasure. Enjoy your stay!



# **Thank you for your attention.**

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