

Common Phrases:

Your Words Matter. What You Say Impacts the Guest Experience.

Avoid	Try This...	Why
Hi. My name is ____ and I'll be your server.	Hi. Welcome to _(restaurant's name_). When was the last time you dined with us? (*or add another creative conversation starter)	It breaks the social script of what guests expect servers to say.
No Problem/ No Worries	My Pleasure. Happy to help. Absolutely. Of course.	Saying "no problem" implies that helping a guest was bothersome.
My Bad	I'm so sorry. I'll take care of this right away.	"My bad" doesn't sound sincere. We have to show guests we care.
I don't know.	That's a great question. Let me check with a manager and I'll be right back.	Saying you don't know something does not help the guest. Let them know that you will go find the answer for them.
We ran out of _____.	We are sold out for the moment. May I make a few recommendations? Guests who enjoy that often enjoy _(dish suggestions)_ as well.	Avoid telling guests "No." Give them options. Always follow up with an alternative.
Everything here is great. (To the question, "What's good here?")	Suggest two dishes. Ask questions.	Telling guests everything is great doesn't help them or teach them anything about our menu. Tell guests what your restaurant is known for and offer personal recommendations or guest favorites.
Everything okay? (When you check back after they received their entrees.)	How were the first few bites? Or ask a specific question about their dish.	You want the food at your restaurant to be amazing. Why ask guests if it's just okay or good?

<p>Are you still working on that?</p>	<p>Are you still enjoying your meal, or can I get you a to-go box?</p>	<p>Eating should never be considered work. Our guests are coming in to enjoy their experience. Eliminate “work” from your vocabulary.</p> <p>Only ask this question when a guest hasn’t touched their food in a long time. You don’t want to accidentally ask this question when they still are eating.</p>
<p>Table for one? Just one?</p>	<p>How many guests will be in your party? Will anyone be joining you?</p>	<p>Do not sound or look disappointed when solo diners come in. It’s a huge compliment they came into our restaurant when they could have eaten at home. Some solo diners are even checking out the restaurant before they invite friends and family. Go out of your way to make these guests feel extra special.</p>
<p>Is this your first-time dining here?</p>	<p>When was the last time you dined with us?</p>	<p>This small rephrasing is incredibly important. Asking guests if it’s their first time is the quickest way to insult a regular.</p>
<p>Let me get your server.</p>	<p>I’ll be happy to help.</p>	<p>All guests in the restaurant are your guest. If a guest from another section calls you over, immediately help them out to the best of your ability and <i>then</i> alert their server.</p>