

## Common Phone Order Phrases:

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

Avoid	Try This...	Why
"No problem."	"My pleasure." "Your welcome."	Saying "no problem" implies it's a problem to serve our guests. We never want guests to feel like they are an inconvenience. Words such as "your welcome" and "my pleasure" convey warmth and a happiness to serve them.
"What's your name?"	"May I have a first and last name for the order?"	"May I" is the polite way to ask "What's".
"Have a great day."	"Have a wonderful week Mr./Mrs. _____."	Avoid ending a phone call with, "Have a great day." We have all heard this so many times that it doesn't feel special when people say it. Try to be creative with your goodbye's and always use the guest's name for an added personal touch!
"I can't hear you. Can you speak up?"	"I'm so sorry. Can I call you right back on this number? I'm having a hard time hearing you."  "I'm sorry. I'm having a hard time hearing you. Would you mind calling back?" (only if you cannot make out the guest's words)	Apologize for the confusion and suggest a course of action.
"I don't know."	"That's a great question. May I place you on a brief hold and find out that information? (wait for response) Thank you."	Guests want their questions answered. Without any follow up suggestion - "I don't know" just causes an awkward pause.
"Okay/Fine/Alright"	"Absolutely." "Excellent."  "Yes ma'am/sir."	Use words that show excitement and respect.