



## language of hospitality

# Chick-fil-A 101

### ELIMINATE

### ADD

#### **WARM WELCOME**

Hey, Howdy  
How ya doing? What's up?  
Next!

Good Morning, Good Afternoon/Evening  
Hi, how are you today? How may I serve you?  
I can serve the next guest.

#### **ANTICIPATE GUEST REQUESTS**

Okay, Alright, Yeah, No Problem  
Is that all? Is that it? Anything else?  
Was everything okay?  
Can I get your trash?  
Want a refill?  
I don't know.  
I'm sorry. My bad.  
  
Can I..

Certainly, Right away, Yes sir, Yes ma'am  
Does that complete your order?  
Is there anything else I can do for you today?  
May I clear your tray?  
May I refresh your beverage?  
I'll find out.  
Pardon me. I apologize for the inconvenience  
Please accept my apologies. Please forgive me.  
May I...

#### **FOND FAREWELL**

Bye  
See ya.  
Take care.  
Have a good one

Thank you for coming in. Thanks for dining with us.  
Enjoy your meal. Have a lovely day.  
Please visit us again. Hope to see you soon.  
It was a pleasure serving you.

#### **PHONE ETIQUETTE**

Chick-fil-A  
Can I help you?  
Thanks for calling.  
  
You can call back tomorrow.

Thank you for calling Chick-fil-A Chicopee, this is \_\_\_\_.  
How can I serve you today?  
We appreciate you calling. Let us know how we can  
serve you.  
Thank you again for calling. I will make sure he gets the  
message. Again, my name is \_\_\_\_\_. If you have any  
further problems or questions, please ask for me.



**"My pleasure ..."**