Cues for Positive Communication with Students

When to use it	Why say it	Positive Communication
Greeting	-Create a welcoming atmosphere -Start building relationships -Promote something on your menu	• "Good Morning! What would you like to try today?" • "Hello! Would you like to try the [Harvest of the Month]?" • "Welcome to lunch! Lots of students are choosing the [item with descriptive name] today. Would you like to try it?" • "Today is [descriptive name of food] day. Would you like some?" • "Welcome to [name of your cafeteria] What can I get for you today? The [targeted item] is a great choice."
Serving	-Create a reimbursable meal -Promote healthy sides	• "The [vegetable] goes well with the [entrée]." • "Which vegetable/side would you like with that?" • The [fruit] is perfectly ripe." • "If you don't like [the first offered side], how about trying the [other side]?" • "You can make [the entrée] a meal with some [fruit/vegetable side]" • "Today we're serving [list items]. Can I get you some [target item]? • "We have a great new recipe: [name of targeted item]. Would you like to try it? Tell us what you think."
Point of Sale (PoS)	-Create a reimbursable meal -Prompt students	• "I see you don't have all your items. Why not grab a [whole fruit or raisins in the nearby basket]? • "You get 3 sides with your meal. You can still take one-go ahead and choose one" • "Your meal is not complete! Don't forget to take a [fruit, vegetable, or juice] as a side" • "You forgot milk! It's included with your lunch. How about getting some now?" • "It's not too late. Go back and get [missing item]" • "You can make that a meal with [missing item]"

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