



Cues for Positive Communication with Students and Staff

Occasion	Goal	Examples
GREETING	<ul style="list-style-type: none"> › Create a welcoming atmosphere › Take the first step to building rapport › Promote a reimbursable meal and/or target food item 	<p>"Good morning! What would you like to try today?"</p> <p>"Hello! Would you like to try the [entrée]?"</p> <p>"Welcome to lunch! The [entrée] is popular today. Would you like to try it?"</p> <p>"Today is [entrée] day. Would you like some?"</p> <p>"Welcome to the lunchroom! What can I get for you today? The [targeted item] is a great choice."</p>
SERVING	<ul style="list-style-type: none"> › Create a reimbursable meal › Promote healthy sides 	<p>"The [vegetable] goes well with the [entrée]."</p> <p>"Which vegetable/side would you like with that?"</p> <p>"The [fruit] is perfectly ripe."</p> <p>"If you don't like [first side offered], how about trying the [other side]?"</p> <p>"You can make [the entrée] a meal with some [fruit/vegetable sides]."</p> <p>"Today we're serving [list items]. Can I get you some [target item]?"</p> <p>"We have a great new recipe: [list targeted item(s)]. Would you like to try it? Tell us what you think!"</p>
POINT OF SALE (POS)	<ul style="list-style-type: none"> › Create a reimbursable meal › Prompt students to "fill out" an incomplete meal 	<p>"I see you don't have all of your items. Why not grab a [handheld fruit in nearby basket]?"</p> <p>"You get 2 sides with your meal. You can still take one—go ahead and pick."</p> <p>"Your meal's not complete! Don't forget to take a [fruit, vegetable, or juice] as a side."</p> <p>"You forgot milk! It's included with your lunch. How about getting some now?"</p> <p>"It's not too late, go back and get [missing item]."</p> <p>"You can make that a meal with [missing item(s)]."</p>
SPECIAL REQUESTS	<ul style="list-style-type: none"> › Ensure all students are able to eat a complete meal › Assist new readers (elementary, special needs, and ELL/ESOL students) 	<p>To staff (discretely): "I see that [student] has a special diet. I will try to set aside a [preferred item]; however, to ensure he/she gets the correct meal, please bring him/her to the front of the line."</p> <p>To students still mastering reading: "Today's specials are [read menu]."</p> <p>To students still mastering reading: "Here is a menu. (Show picture menu.) What would you like today? What looks the best to you?"</p> <p>To students still mastering reading: "Today's specials are [list items]. Would you like to try [target item(s)]?"</p>
CONFLICT	<ul style="list-style-type: none"> › De-escalate situation › Avoid creating or fanning negative feelings on either side › Keep serving line moving smoothly and quickly 	<p>"I'm sorry you don't like [first item offered]; how about [other entrée option] instead?"</p> <p>"I'd be happily explain what makes a reimbursable meal."</p> <p>"The USDA defines what counts as a reimbursable meal, we aren't allowed to make those substitutions [ex. soda for milk, snack for fruit]."</p>