

HOST LANGUAGE

Instead of:

Use:

“No problem”-->

“My pleasure/ absolutely/ of course”

“I don’t know/ I’m not sure”

“I’ll check that for you/ If you’ll allow me a moment I can find out”

“Hold on”--->

“May I place you on a brief hold? ... Thank you”

“Hello? Are you still there?”----->

“Thank you for holding.”

“Are you ok with/ We only have...”----->

“X will show you over to a great table/ you’re in luck, we do have something!” Etc.

“How many?”--->

After a proper greet: “Is there a reservation this evening?/ We’re happy to have you! How many in your party?”

“Mash’d Restaurant, can I help you?”--->

“Thank you for calling Mash’d, X speaking, how may I assist you?”

“I’m full/ I’m on a waitlist/ My waitlist is...”--->

“We’re fully committed/ We’re on a waitlist/ Our waitlist is...” (using we/ our conveys a less combative tone and implies the restaurant as a whole instead of a decision one person is making that another person can override.)

“Just one?”--->

“Will it be one for lunch?”