Cues for Positive Communication with Students and Staff

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<th>Occasion</th>
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| GREETING          | › Create a welcoming atmosphere  
                    › Take the first step to building rapport  
                    › Promote a reimbursable meal and/or target food item | “Good morning! What would you like to try today?”  
                                                                 “Hello! Would you like to try the [entrée]?”  
                                                                 “Welcome to lunch! The [entrée] is popular today. Would you like to try it?”  
                                                                 “Today is [entrée] day. Would you like some?”  
                                                                 “Welcome to the lunchroom! 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 [first side offered], how about trying the [other side]?”  
                                                                                  “You can make [the entrée] a meal with some [fruit/vegetable sides].”  
                                                                                  “Today we’re serving [list items]. Can I get you some [targeted item]?”  
                                                                                  “We have a great new recipe: [list targeted item(s)]. Would you like to try it? Tell us what you think!” |
| POINT OF SALE (POS) | › Create a reimbursable meal  
                        › Prompt students to “fill out” an incomplete meal | “I see you don’t have all of your items. Why not grab a [handheld fruit in nearby basket]?”  
                                                                 “You get 2 sides with your meal. You can still take one—go ahead and pick.”  
                                                                 “Your meal’s 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(s)].” |
| SPECIAL REQUESTS   | › Ensure all students are able to eat a complete meal  
                        › Assist new readers (elementary, special needs, and ELL/ESOL students) | 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.”  
                                                                 To students still mastering reading: “Today’s specials are [read menu].”  
                                                                 To students still mastering reading: “Here is a menu. (Show picture menu.) What would you like today? What looks the best to you?”  
                                                                 To students still mastering reading: “Today’s specials are [list items]. Would you like to try [target item(s)]?” |
| CONFLICT          | › De-escalate situation  
                        › Avoid creating or fanning negative feelings on either side  
                        › Keep serving line moving smoothly and quickly | “I’m sorry you don’t like [first item offered]; how about [other entrée option] instead?”  
                                                                 “I’d be happily explain what makes a reimbursable meal.”  
                                                                 “The USDA defines what counts as a reimbursable meal, we aren’t allowed to make those substitutions [ex. soda for milk, snack for fruit].” |