

Making Friends

- How are you doing today?
- It's nice to meet you!
- What is your name?
- *[Listen more than you speak.]*
- *[Give your friend a genuine compliment!]*

Phone Calls

- Hi! Who is speaking?
- Yes, that's me.
- How can I help you?
- I'm sorry; you have the wrong number.
- *[Pause/make sure they're done talking.]*

Making Doctor Appointments

- Hi! I need to schedule an appointment.
- Let me check my schedule!
- No, I can't do that day.
- Yes, I can do that!
- Thank you! I'll write it down now.

Scheduling Transportation

- Hi! Yes, I need to schedule a trip.
- *[Give your name/birthday/social.]*
- *[Give home/destination address!]*
- Thank you for your help! I appreciate it.

Saying "Sorry"

- I apologize for...
- I'm sorry for causing harm.
- Is there anything I can do to make things better?
- I will make sure to not do that again.

Asking for Help

- Hi! May I ask you a quick question if that's okay?
- Are you able to *[do request?]*
- If you can't, I understand.
- Thank you so much for helping me!

Ordering Food

- *[Choose food, drink, and/or snack first]*
- Hello! I would like to order....
- *[Options: No ice, plain, ketchup please!]*
- May I also have...
- Thank you so much. Have a good day!

When Someone is Sad

- What's wrong, friend?
- Would you rather me just listen, offer advice, or do something to help?
- Your feelings are completely valid.
- I'll sit here with you if you want.