

# When greeting others

Avoid:

ladies gentlemen ma'am sir girls guys etc.

Consider using instead:

“Thanks, **friends**.  
Have a great  
night.”

“Good morning,  
**folks!**”

“Hi, **everyone!**”

“And for **you?**”

“Can I get  
you **all**  
something?”

**Why?**

Shifting to gender-inclusive language respects and acknowledges the gender identities of all people and removes assumption.

## Be mindful of language