

REGENT

HONG KONG

Magic Words



To avoid when greeting a guest:

- Hey
- Hi
- What's up
- How's it going?
- Excuse me
- Checking in?

Can be replaced with:

- Good morning
- Good afternoon
- Good evening
- Welcome
- How may I assist you?



To avoid when confirming a guest's request:

- Sure
- No problem
- No worries
- Yeah
- You got it
- Ok
- Okie Dokie
- I got you
- You betcha
- Yah
- Yup/yeah
- You bet
- Gotcha
- Uh huh

Can be replaced with:

- Absolutely
- Definitely
- Certainly
- Of course
- I'd be happy to
- Yes
- Correct
- Confirmed
- Exactly
- Indeed
- Excellent
- Perfect
- Fantastic
- Wonderful



To avoid during conversation with the guest:

- Gonna
- You know
- Kinda
- Like, like, like, like, like
- Starting sentences with "And"
- Awesome
- Cool
- Um/Ah/Er
- Hmm
- Mmm Hmm
- I don't know
- Uh huh
- Whatever
- Gimme
- Duh
- Sorta
- So...
- Nope
- Did you want...
- "We" (as in "How are we doing?")
- Get
- Grab
- Lemme
- Help
- Huh
- Excuse me

Can be replaced with:

- Going to
- Kind of
- Excellent
- Wonderful
- Perfect
- Fantastic
- Absolutely
- Certainly
- Definitely
- Of course
- My pleasure
- Yes
- I'd be happy to
- May I
- Would you care for
- Would you like
- Retrieve
- Do you mind...
- Could you please...
- Assist/Assistance
- Unfortunately
- Allow me
- Please
- Prefer
- Would it be convenient...
- Please forgive me

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Avoid using negative words when speaking to a guest, such as:

- | | |
|--------------|---------|
| • No | • Nah |
| • No problem | • Nope |
| • No worries | • Can't |
| • No rush | • Won't |
| • No way | • Dunno |

Can be replaced with:

- | | |
|---------------------------|------------------------------|
| • Please | • I can assist you with that |
| • I would love to | • Allow me |
| • I'd be delighted | • Follow me |
| • I can take care of that | • May I/We |



Industry words to avoid:

- | | |
|--------------------|-----------------|
| • 86'd | • Checking Out? |
| • Fire | • 10-4 |
| • Clear | • Masseuse |
| • Sold out | • DND |
| • Mains | • Hot SOS |
| • Apps | • Opera |
| • Mani/Pedi | • Vacant/Clean |
| • Rack Rate | • Policy |
| • Two-top/four-top | • Book |
| • Deuce | • Transfer |
| • Tap Water | • PBX |
| • Checking In? | • Front Desk |
| • Block | • Comp |

Can be replaced with:

- | | |
|------------------------------|------------------------|
| • Remove | • Reception |
| • Are you finished enjoying? | • Schedule |
| • Fully committed | • Arrange |
| • Main courses | • Confirm |
| • Ice Water/Filtered Water | • Direct |
| • Manicure/pedicure | • Extend |
| • Therapist/provider | • Complimentary |
| • Privacy sign | • With our compliments |
| • Do not disturb | |