

when greeting customers

instead of saying ladies...

gentlemen, ma'am, sir, girls, guys, and the like, please consider using gender neutral language. here are some options:

'Good morning folks' 'Hi everyone' 'Can I get you all something?'
'And for you?' 'Thanks friends, have a wonderful night'

Why? Shifting to gender neutral language respects and acknowledges the gender identities of all people and removes assumption. Join the movement to be more mindful of language. And if you make a mistake and misgender someone, it's okay, say sorry once and move on.

Thank you for making an effort!