

# Inclusive Customer Service Prompts

Do introduce yourself with your pronouns if you are cisgender (identify as the sex and gender you were assigned at birth). Individuals who are transgender (identify as a different gender and/or sex than assigned at birth) and/or nonbinary (identify outside the binary of man and woman) always have the right to choose when to introduce themselves with their pronouns.

Example: Hello, I'm (name) and my pronouns are x,y,z.

Example for answering the phone: UW Oshkosh (department name), this is (name), my pronouns are x,y,z. How can I help you?

## Dos and Don'ts For Inclusive Customer Service

- Do use phrases like:
- Hi, how are you?
  - Have a good day
  - May I help you?
  - Did you find everything?
  - Welcome, everyone
- .....
- Do say thank you.
- .....
- Do open meetings or address groups of people with:
- |               |                  |
|---------------|------------------|
| • Hello team  | • Hello people   |
| • Hey crew    | • Hey peeps      |
| • Hello all   | • Hello everyone |
| • Hey folks   | • Hey pals       |
| • Hello y'all | • Hello friends  |

- Don't use the following gendered terms:
- Sir/Ma'am/Miss
  - Guys/Dudes
  - Gals/Girls
  - Gentleman/Lady
  - Gentlemen/Ladies
- .....
- Don't add Ma'am, Sir, or Miss.  
Thank you is polite by itself.
- .....
- Don't open meetings or address groups of people with:  
"Hey guys."

If discussing a customer and you do not know their pronouns, use "they."  
If you know their name, use their name.

Commonly used pronouns on campus can be found in the table below:

S	O	P	PP	R
ae	aer	aer	aers	aerself
e/ey	em	eir	eirs	eirself
fae	faer	faer	faers	faerself
he	him	his	his	himself
per	per	pers	pers	perself
she	her	her	hers	herself
they	them	their	theirs	themself
ve	ver	vis	vis	verself
xe	xem	xyr	xyrs	xemself
ze/zie	hir	hir	hirs	hirself
ze/zie	zir	zir	zirs	zirself

Feel free to practice pronouns you may be unfamiliar with or don't use often by placing them in the sentences below:

**Subjective:** \_\_\_\_ had a really great weekend.

**Objective:** Please pass \_\_\_\_ this card.

**Possessive:** This is \_\_\_\_ semester calendar.

**Passive Possessive:** The bike is \_\_\_\_.

**Reflexive:** The student introduced \_\_\_\_.

This is a living document. That means this document is not set in stone and there might be other good options for inclusive customer service prompts. If you have any questions about the inclusivity of other greetings or if you want to give feedback or suggestions on this document, please let us know at [lgbtqcenter@uwosh.edu](mailto:lgbtqcenter@uwosh.edu).



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