








Caring Framework: Way Finding

	Key Behavior		Words that Work to Support Key Behaviors
	INTRODUCE	Make eye-contact and smile. Offer a greeting and Provide your name.	<i>"Good morning/afternoon, my name is ____."</i>
	CONNECT	Inquire whether you could offer assistance.	<i>"May I assist you?"</i>
	ASK	Ask what assistance is required.	<i>"May I show you how to get to _____ [location]?"</i> –OR– <i>"May I show you how to find _____ [person]?"</i>
	RESPOND	Escort to the desired destination or Information Desk.	<i>"We are now at the _____ [location]. Is there any additional assistance you need?"</i> –OR– <i>"We are now at the information desk. The Zuckerberg San Francisco General representative here can assist you further."</i>
	EXIT	Exit courteously by asking if anything else is needed and wishing them well.	<i>"Is there anything else I may do for you?"</i>