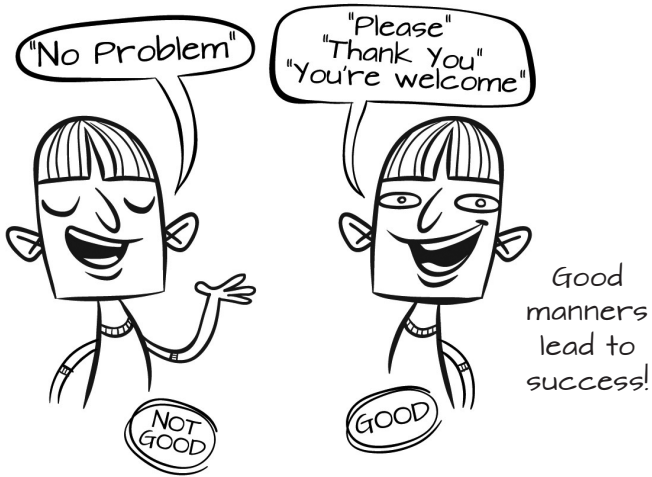


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SAY PLEASE AND THANK YOU

Good manners never go out of style. They are expected in all social and business situations.

SAY "PLEASE"

Say "Please" when you request something from your family, friends, or customers. For example, "May I please borrow the car tonight?" or "Would you please unlock your gate so we can mow your backyard?" Be sincere and genuine.

SAY "THANK YOU"

Say "Thank you" when someone does something nice for you. These two words cannot be overused when showing your appreciation.

Say “Thank you” even if your request is not granted. A “No” today does not mean a “No” forever. Whether or not your parents let you borrow the car (or whether your customer has made a purchase or donation or not), they took the time to consider your request. Using good manners might help you hear “Yes” the next time you ask.

When a customer leaves your business, thank them for coming in. Say “Thank you” in a warm and genuine manner. Or say “Thank you for coming in. I look forward to seeing you again.”

Sometimes a telephone call, letter, or card is appropriate and meaningful. For example, when you receive a gift from your grandparents, don’t text or email to thank them. Call and thank them on the phone or mail them a thank-you card or letter. **Do this within five days of receiving the gift.**

SAY “YOU’RE WELCOME”

When someone says “Thank you,” answer with a smile and a polite **“You’re welcome.”** **Don’t answer with “No problem,” “Sure,” or “Yep.”** Always treat others with the utmost respect.



WIRED TIP: “Please,” “Thank you,” and “You’re welcome” are just as important over the phone and online as they are face-to-face.