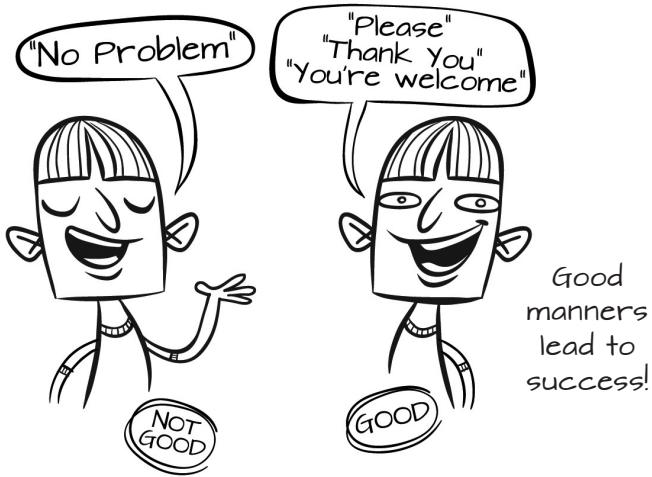


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## SAY PLEASE AND THANK YOU

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.