

Be Thankful

November is National Gratitude Month

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I believe most of us don't need to be grateful for what we have or thankful for lives. Sometimes a little reminder helps

When I get in those "I want" moods. It's remember all that I do have. I try to and friends how much they're appreciated, or I look around and see all the things I have but don't use. Now that will make you pause.

In business, we remember to thank someone for an order, but do we really appreciate them as part of OUR company? Think about that; although thankful and grateful are synonyms they are slightly different. All too often saying thank you is done out of habit but truly showing someone, you are grateful for them takes effort.

Recommend customers to one another (this could be as simple as handing out their business cards). Change your email order acknowledgment often (this will make you think). Surprise them with a special gift (lunch, cookies, etc.).

Make sure your customers know they're important. Before you have any interaction with someone:

STOP

- 1) **S**mile – When you smile your voice changes making the other person feel valued.
- 2) **T**ake a second to say good morning or good afternoon
- 3) **O**ffer to help with anything else
- 4) **P**lease & Thank You go a long way --- Just remember to change the verbiage, don't be a monotone "Thank You" robot.

We know you have 100's of options out there and the fact that you choose to work with us is notable. We Appreciate Your Partnership.



told to be those in our me re-focus.

helps to show my family