



TIP OF THE WEEK

July 29, 2008

Here is another one of my pet peeves – so please bear with me. And to make matters worse I find myself guilty of committing it too. Imagine that.

When someone says thank you, how do you respond? Many people say “thank you” back. Well the correct response is usually, “You’re welcome” but even better, “my pleasure”.

Think about it. When a client thanks you for your superior performance they should get a “my pleasure.” Not a “thank you”. So simple, yet so appropriate.

Well, that’s it. It’s off my chest. I feel better now. Try not to aggravate me again. Okay?

Good luck. Work **ON** your business. Stay in touch.

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