

# Say “Thank You”



1. **Recall the last handwritten thank-you note you received. Who was it from?**

**What was it for?**

2. **Now remember the last handwritten thank-you note you mailed. Who did you send it to?**

**What was it for?**

**If you find it difficult to remember, find a note card or even notebook paper and write a thank-you note right now to someone, anyone from whom you received something positive. Invest 3 minutes in this game-changing habit.**

3. **How do you say “thank you” to your customers/clients?**

**When was the last time you did so?**

4. **If you’re a business owner, how do you say “thank you” to your team members?**

**If you’re a team member, how do you say “thank you” to your fellow team members?  
Your leader or owner?**