

MICRON MOMENTS

SAYING
"THANK YOU"

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SHOW YOUR APPRECIATION!

Saying "thank you" and showing appreciation is important in any culture. It is one of the simplest of all manners, but oftentimes it is forgotten. Every employee needs to mind their manners and learn the simple power of saying "thank you." Most people simply forget to say this simple statement in business, maybe in life too, but it is absolutely one of the most important things we can say to make those around us feel appreciated. Here are some phrases you can use to thank your colleagues:

EXAMPLE LANGUAGE

Different ways of saying thank you and showing appreciation:

- ✓ Thanks (informal)
- ✓ Thank you (more formal)
- ✓ Thank you for doing X (more formal) ex. Thank you for correcting that email.
- ✓ Thanks a million (informal/slang)
- ✓ I am thankful for your help (more formal)
- ✓ Thank you kindly (informal/slang)
- ✓ Many thanks (informal/slang)
- ✓ I appreciate X. (more formal) ex. I appreciate your attention to detail. (more formal)
- ✓ I can't thank you enough (informal/slang)
- ✓ I am eternally grateful (for x). (more formal) ex. I am eternally grateful for your hard work.
- ✓ I'm glad ... ex. (casual) I'm glad I work with you.



Part of showing appreciation is acknowledging when you make a mistake and it affects someone else. You can show you appreciate the other person's time and effort by apologizing.

Different ways of saying I'm sorry/apologizing

- ✓ I apologize (for x) (more formal) ex. I apologize for not telling you about the meeting.
- ✓ I'm (very / terribly) sorry (for x) (casual) ex. I'm sorry for cancelling our meeting on short notice.
- ✓ It was my mistake (casual)
- ✓ It was my fault (casual)
- ✓ I was careless/thoughtless (more formal)
- ✓ I owe you an apology (more formal)
- ✓ Please accept my apology (formal)
- ✓ Sorry about that (casual)
- ✓ I was wrong (about x) (more casual) ex. I was wrong about the deadline.
- ✓ Whoops! (very casual, used for very small minor mistakes)



EXAMPLE DIALOGUE

Mike: Good morning Hiroshi, how are you?

Hiroshi: I'm good Mike. Thank you very much for moving our meeting to the afternoon.

Mike: No problem Hiroshi. It works better for me to meet in the afternoon anyway.

Hiroshi: I apologize for the short notice yesterday when I asked but something else came up and I wanted to make sure we could still meet today.

Mike: It's OK. I will see you at 3!

YOUR TURN!

Think of a situation where you had to show appreciation or apologize recently. Tell your partner about it and use the example dialogue as a guide to do a roleplay for that situation.



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