

200 The Thank-You Letter

"Thank you"—two simple but powerful words, both in life and in the workplace. Thank-you letters and other goodwill messages (welcome, congratulations) build strong workplace relationships. They make the workplace work well because work is more than business: it's people.

But why write to say thanks? Why not just say it? Well, for one thing, a written thank-you shows extra effort; it says, "I appreciate you." If you want to say thank you well, follow these guidelines:

Be selective. Select the right form—personal note, greeting card, or formal letter. Choose a situation where someone has truly impressed you. (A letter for every little act soon weakens the impact.) And never mix your thanks with some other purpose, like a sales pitch.

Be sincere. Sincere thanks is genuine, heartfelt. If you don't feel it, don't say it. Most readers can spot counterfeit thanks easily.

Be prompt. Don't wait until you have no other work on your desk. Respond immediately.

Be personal. After all, your reader does not want a form letter. Remember that you are thanking a real person.

Be specific. Instead of sending a vague thank-you that covers the moon and stars, be exact. Why are you thankful, and for what?

People who deserve a thank-you letter, memo, or note:

- ➔ 1. someone who interviewed you for a job (See 210.)
2. a host for a trip or tour
3. an employee, employer, or teacher at the end of the job or year
4. a person who wrote a recommendation letter for you
5. an organization or an individual who solved your problem or resolved your complaint promptly and effectively
6. someone whose extra efforts benefited you or your organization
7. a worker whose service on a committee, project, or charity brought about success
8. a worker whose suggestion or proposal improved quality, efficiency, safety, or some other workplace condition
9. a supervisor or coworker who effectively resolved a conflict or workplace difficulty for you
10. someone who helped you work through a problem

201 Sample Thank-You Letter

456 Seventh Ave. N.E.
Cedar City, UT 84720-1697
January 8, 1998

Thank-you is
sent promptly,
less than a week
after the event.

Mr. Gene Ebert
Public Relations Department
Utah Jazz
301 W. South Temple
Salt Lake City, UT 84101-1836

Dear Mr. Ebert:

Person in the
department is
addressed
directly.

I'm writing on behalf of the Cedar City Crusaders basket-
ball team to thank you for the great time we had at the
Jazz home game against the Knicks on December 31.

Writer
specifically lists
what she and
teammates are
grateful for.

When I first wrote to you in September, I appreciated your
help in suggesting possible games and in getting the whole
team a 25 percent discount on tickets. But we never
expected to meet three of the players, get our pictures
taken with them, or play a game of 21 with Karl Malone!
None of us will forget this team trip, believe me.

Letter ends
with a sincere
compliment.

While we still have nine games left to play, you have
already made our season a success. Thank you. We will
wear our Jazz shirts with pride while the Jazz make their
run for the NBA Championship!

Sincerely,

Jenny "Sky" Smithers

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