



Courtesy to Customers

When a customer thanks you for your service, reply with courtesy.

Say, “You’re welcome. We appreciate your business!” This type of response with a smile helps create a lasting bond between Postal Service employees and our customers. Showing gratitude reminds customers that we are here to serve them, and it strengthens their relationship with the Postal Service.

So, the next time you encounter a customer, let them know how much we appreciate their business by saying “thank you” for trusting us with their mail and packages.

And that’s smart business.