

HANDY TIP:

Paul's comment:

I call people on this everyday. If a customer says, "Thank you," and you say, "No problem," STOP IT NOW! Use "You're welcome!," "I'm so happy I could help you!," or "It's a pleasure doing business with you!" There is no room in a conversation with a client or customer to use the words, "No problem."

It's a Problem

"No problem," is a problem. When I do business in a bricks and mortar business I usually conclude the transaction by saying "Thank you."

Lately I am often accosted with the reply, "No problem," instead of the conventional reply, "You're welcome."

I'll admit I'm getting old. But I try to keep pace with the changing mores and customs.

To that end I've like constantly adapted, compromised and conformed, dude. But I draw the line at clerks asserting that is has been "no problem" to do business with me.

All clerks, barristas and counter-persons, please know that if you finish our business with a cheery "No problem," you will not hear the clink of coins into your ubiquitous tip cup.

~ Steve Dunlap – Boise, Idaho
(As quoted in the local paper)