



How to say Thank you, Merci, Gracias, Arigato, Danke...

If you've ever been given the task of publicly thanking someone, such as a speaker, performer or volunteer, you'll know that for two short words, much needs to be considered. Unfortunately, most people fumble thru this process leaving everyone a bit flat and uncomfortable-especially the person receiving the acknowledgement.

Here are a few pointers you can use to deliver a professional, yet concise 'thank you', in almost any situation;

- Two minutes is adequate time for a thank you
- Be prepared and jot a few words down if necessary
- Be sincere, in your voice and body language
- If gift giving, have it at hand or get assistance if required
- If you need to walk away from the microphone, say to reach for the gift, stop speaking until you return to it and can be heard.
- Repeat the persons name when thanking them
- Mention 1 or 2 salient points from their presentation, and link them back to the events theme (which means you need to pay attention!)
- Don't compete with the speaker or presentation by waffling on (it's not about you)
- Face them, shake their hand and then present the gift
- Softly initiate the applause, particularly in front of a microphone
- Don't (ever) try to speak over applause
- Use words like a token, a memento, a gift (who wants to receive a 'small' token, 'little memento', or 'tiny' gift ?)

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