

Returning a Client's Gift

Written by Peter Post



How do I politely return a gift of money to a client?

Money is no different than any other type of gift. It is really nice when a client wants to show his appreciation, but company rules often prohibit employees from accepting any gifts. The best course of action is to return the gift right when it is offered or send it back immediately. Even as you're saying no to the gift, show your appreciation for the thoughtfulness of the giver by what you say as you return the gift, either in person or by a handwritten note. "Tom, thank you so much. I really appreciate the thoughtfulness of this gift, but my company has a strict policy, and I'm not allowed to accept it. I hope you'll understand."

Source: Post, Peter. "Etiquette at Work." Boston Globe 30 March 2008.

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