**The Holidays: the joy, the snow, the rush…the frustration, the bad tempers, the rudeness!**

## 10 Ways to keep those holiday shopping spirits bright:

1.

**Smile.** You can't do it enough. Your face (and your soul) will thank you for it.

2.

**Lose the 'Bah Humbug!' attitude.** Yes, it will be crowded and there will be lines and it will take time to find a parking spot. Don't let that dampen the season's joie de vivre.

3.

**"Please, Thank You and You're Welcome."** Make this your mantra and you will smooth the way for better service and create a kinder, gentler atmosphere wherever you go.

4.

**Be gracious.** You have circled the lot for the fifth time when you spy a space, only to see that someone else is already waiting for it. Be gracious - let them have the space.

5.

**A little patience, please.** Checkout counter or airline counter, the rules are the same: first come, first served, one at a time. (This is a great place to practice your smiling.) When it is your turn, be ready with documents or payment to speed things along.

6.

**Friendliness.** Say ‘hello’ to the harried clerk behind the counter (and smile).

7.

**Complain to the proper person.** Yelling at a salesclerk because a store is out of an advertised item only makes you look foolish and rude. If you have a problem, ask to speak to the manager. Frame your complaint clearly and simply. (No venting, please.)

8.

**Cell phones.** They’re useful when trying to find out your Aunt Mary’s glove size, but turn them off when you are working with a sales clerk or checking out at a register.

9.

**Shopping with children.** Sensory overload is the word of the day: the music, the crowds, the lights, the toys, the Santas! It’s best to arrange to leave your children home. If they must accompany you, or when it is their turn to shop, make sure they are well-rested and fed – kinder to them and to those around them

10.

**Don’t forget the lights**—traffic lights that is! Please stop at the red ones and use your turn signals to alert other harried, distracted shoppers to your directional intentions.