

## *Politeness*

“An establishment where the employer and employees all possess a kind and polite bearing, will ever be popular, and command the trade of the best customers. No matter how trivial the inquiries made of you, they should be answered to the best of your ability, and in a pleasant manner. No matter how flagrant the *annoyance*, you must show no vexation.”

Excerpt from Gaskell's Compendium of Forms, Educational, Social, Legal and Commercial  
by Professor G. A. Gaskell  
Fairbanks & Palmer Publishing  
1880



### Cynthia's 21st Century Observation

Having developed good working relationships with our machines, as evidenced by the well known phrase “computer friendly”, it can be noted that good working relationships among people are beneficial as well. Politeness, manners and etiquette, often considered quaint concepts, are in fact the conductors facilitating harmonious human relations on the great circuit board of life.



photo early 1900s, author's collection