

WHY BEING POLITE

Politeness makes it easier to leave a good **first impression** on people **in** social or professional **settings**. People who speak to others in a **courteous manner** are more likely to make a good impression than those who have bad manners. Being polite is especially important when communicating with customers. In Japan, **retail clerks** and **customer service representatives** are very polite when they greet customers, handle money and escort customers out of their shops. Their politeness puts customers **at ease** and makes their shopping experience more enjoyable.



first impression

第一印象

in...settings

在某种情景下，比如in daily settings，在日常生活中。

courteous manner

礼貌的态度

retail clerks

收银员

customer service representatives

客服代表，这两个都是常见的职业

at ease

轻松自在

