



That phrase from Proverbs 15:1 continues with: but grievous words stir up anger. We've all experienced it. Hotel desk clerk rudeness. Flight crew ignore your requests. Airport security unnecessary roughness. Taxi driver from hell. Solving the problem can be simply using polite words without raising your voice. Gently remind the employee that his/her job is service. Be persistent, and when you ask for consideration, give some in return. Don't forget to use those magic words: please and thank you

By applying the proverb, your rewards, other than having your request answered, could be, at no extra cost, a luxury hotel suite, balcony cruise cabin and/or recliner first-class compartment. On that next troublesome travel situation, before you explode in frustrated anger, do as the Sinatra lyrics recommend: try a little tenderness.