**CONCLUSION PARAGRAPH**

RESTATE THE THESIS

**RECAP THE MAIN POINTS IN YOUR BODY PARAGRAPHS.**

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**LESSON LEARNED**

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In “Thank You Ma’am,” an underserving person is shown that he deserves kindness. Through Hughes’ use of characterization and symbolism, not only was Roger taught a lesson, but also so was the reader. Mrs. Jones had the potential to turn Roger into the police, but by the use of Hughes characterization, that was not in her nature. Roger, washing his face, symbolically gave him a second chance. The reader learned that a big woman with a big personality could help make a difference by doing small acts of kindness.