

# Holly Stiel's **Service Moments!**

Keep your service spirit alive with these little insights from world renowned service expert Holly Stiel

## *Divine Appointment*

A few days before Thanksgiving, I was happily grocery shopping at a local co-op on the coast of northern California. As I was waxing rhapsodic on the beauty of the shallots with another shopper in the small organic produce section, she suddenly exclaimed, "This is my first year without my father, and I don't know what to do."

Without thinking twice, I replied, "Make Grief Soup." Understandably, she looked at me quizzically, with eyes overflowing with recent grief. "What is that?" she asked.

"I made it when my father died," I said and began sharing my story, remembering it as if it was yesterday. I was in my early twenties, living in another state, far from my family. The sudden death of my beloved father, who had passed away around the holidays, had rocked me to my very foundation.

Stunned, I shopped for ingredients, went home and created the most exquisite and delicious soup I had ever tasted. In fact, 36 years later, I can unequivocally say I have never experienced anything like it before or since. At the time, I didn't understand it, but now I realize that I had made "grief soup." I had poured all the memories, the joys and the sorrow together in a pot. It tasted like love.

She looked at me with tears in her eyes. "Thank you," she said. "No REALLY, thank you!" We hugged deeply, two strangers who happened to meet in the produce aisle. The meeting seemed random, and the exchange only lasted a few minutes, but it felt as if the two of us had met by divine appointment. It later occurred to me that our meeting was a golden opportunity to experience a powerful moment of service... spontaneous, memorable, sincere, connected, heartfelt, and helpful.

We never know when we'll be "scheduled" for a divine appointment, so it pays to always be ready to serve. If you have examples or thoughts about the importance of "attitude" in your work, please send your comments and stories to [holly@thankyouverymuchinc.com](mailto:holly@thankyouverymuchinc.com). We'd love to hear from you!



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