

Holly Stiel's **Service Moments!**

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

Generosity

When you think about good service it's not the big things that really stand out. It's a series of little things that really create memorable service and can actually make someone's Day. We don't always have to be a customer to receive good service. All we have to do is pay attention and appreciate when it happens.

I was recently in Palm Springs, CA and was taking a walk with some Friends around the Palm Canyon neighborhood. A neighborhood that is abundant in grapefruit, cumquat, lemon and orange trees. One thoughtful neighbor had a large box filled with grapefruits on his lawn with plastic bags hung to a corner. A hand colored sign read "Help Your Self." This was a sweet and generous gesture but since my friends home was also filled with grapefruit trees we simply walked on.

On the way back we noticed a gardner filling his truck with leaves and grasses directly in front of the grapefruit giveaway box. He smiled at us and gestured toward the box

of grapefruit, telling us to take some. I casually said, "If they were oranges I would gladly fill some bags." He said, "Wait a minute, see that house with the olive tree a few doors down. Follow me there." We did as we were told and watched him disappear behind a wooden gate. A few moments later he returned wheeling a wagon filled with the brightest most beautiful oranges I have ever seen. The site of that wagon filled with fresh oranges so graciously given to us felt to me like the soul of service.

He didn't have to go out of his way to accommodate my casual comment. He chose to be generous, chose to serve, not because the owner of the landscaping company told him to but because in his heart he was a natural Daymaker. The visual of the wagon, the genuine kindness of the gesture and later savoring the taste, I realized this stranger had just made my day! The sweetness of the fruit was infused with love and service. I could taste the entire experience, not just the fruit.

I must admit I have never enjoyed an orange more in my life. When the little things we do for others are done with a true desire to be kind and helpful they are enhanced exponentially.

If you have examples or thoughts about the importance of "attitude" in your work, please send your comments and stories to holly@thankyouverymuchinc.com. We'd love to hear from you!



Want to raise the level of customer service in your business? Find out about Holly Stiel's services and award-winning DVD training products.

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