

Holly Stiel's **Service Moments!**

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

Pride & Professionalism

I was recently a guest at the historic Homestead Inn in Hot Springs, Virginia. This luxuriant property dates from 1766 and you could feel the history, you could also hear it. Like many old buildings, the Inn had very thin walls. So, I went to the hotel gift shop, aptly named 1766, in search of ear buds. Chet, the service hero working there, asked if I needed help and went in search of the ear buds. He checked the sundry shelf, and then the inventory, and discovered they were sold out. And that is when Chet put his creativity to work. He called the local skeet shooting range and of course, they had ear buds.

Chet had a bellman pick up the ear buds and deliver them to my room at no charge. I stood there stunned at this exercise in caring and clever service. Later that evening, Chet called to make sure they

had been delivered. When I complimented his excellent service, he responded by saying, "Well, you are staying at the Homestead and I do enjoy what I do."

Chet made history come to life at the Homestead, because he made me feel at home. I am glad he enjoys what he does. I wonder if he knows how rare and precious his demonstration of pride and professionalism actually is. Thank you Chet, because of you, the Homestead is indeed a special place to stay.

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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