

Holly Stiel's **Service Moments!**

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

Savor the Moment

In keeping with the promise that I would write when something or someone inspired me, I dedicate this Service Moment to my friend, Connie. She reminded me not only to look for moments to be of service, but also to savor the moments as they arise.

Connie was spending a much-needed vacation at her home in Mexico. Her closest friend, whose home was across the street, was doing the same. Connie had been extremely busy over the last few months, and her friend had just received her second round of chemotherapy for pancreatic cancer. Fortunately, her friend was doing well, and the two women had a wonderful visit.

On the last night of their Mexican trip, Connie felt anxious about "re-entry." Her laptop computer was teeming with e-mails and business issues that awaited her attention. With head down and fingers flying across her keyboard, she focused intently on what she considered to be the "important" tasks at hand. Her friend, on the other hand, in a fragile state of health, had slowed her pace and was concentrating on very different priorities.

At one point, she encouraged Connie to take a moment away from her computer and share the beauty of the night sky. At the time, Connie was too busy for stargazing and absentmindedly acknowledged her friend's suggestion, her eyes never leaving the computer screen. After the friends had bid each other goodnight, Connie returned to her own porch, thinking about the workweek ahead. Almost by accident, she gazed up at the sky and caught the blaze of stars her friend had been trying to point out to her.

In all the years of coming to Mexico, she had never seen a sight so stunningly beautiful. The splendor of the sky and the sadness of the missed opportunity to share it with her friend were overwhelming. She hurried across the street to grab her friend's hand and to share the precious moment together. Unfortunately, the lights were off, her friend was sleeping, and the opportunity had been lost.

The moment of holding the hand of a dear friend under a magical sky and sharing their awe and gratitude could not be recaptured. The following day, the acknowledgement of the lost moment between the two friends and Connie's heartfelt apology made the loss less painful and their friendship even deeper. More valuable yet, was the reminder that all of us need from time to time: Savor every fleeting moment before it's too late. The only thing you need to do is pay attention.

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.

ThankYouVeryMuchInc.com
Transforming Business to Think
Like a World-Class Concierge

