

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

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

## *Double Rainbow*

This winter there have been torrential rains in Northern California resulting in dreadful traffic jams, mass inconvenience and general annoyance. While traveling 6mph in bumper to bumper traffic and limited visibility, patience was running thin for the inhabitants of my car and I am sure for countless others. During the hour and a half we were stuck, traffic did not subside but the rain did and for a few moments the sun peered through the clouds. Suddenly, right there in front of us, was a magnificent double rainbow in a full arc. I had never seen such a sight and judging by the response around me no one sharing the highway with me had either. The mood changed for everyone; cell phones were flashing photos in every car and smiles beamed through the windshields. All of us were connected,

experiencing something exquisite, unexpected and uplifting. It felt like a Service Moment from the Divine. Sometimes we can get so stuck in our own little dramas, like weather or traffic, a busy day or an annoying customer, that we don't notice that just underneath, or beyond, around the next corner or within us, there could be joy.

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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