

Holly Stiel's **Service Moments!**

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

Escape Hatch

Many of us have heard about the Jet Blue employee who blew his top when a passenger swore at him and hit him in the head with her carry-on luggage when he tried to assist her. He stunned passengers when he cursed out an entire aircraft, grabbed a couple of beers and escaped down the emergency exit hatch. While his reaction was inappropriate, it has brought to light the emotional fragility and enormous expectations placed on service providers. The Jet Blue employee's radical departure from the plane and his airline career was a perfect metaphor for the rest of us. While he has become a folk hero for disgruntled employees in the Twitter sphere, I feel his choice of departure through the escape hatch brings with it a deep metaphorical lesson.

All of us who work with the public and endure rude behavior need and should have an escape hatch. We should all know when we are beyond our ability to cope and change directions before we "lose it" on the job.

Wouldn't it be great if instead of feeling like we are prisoners of our personal politeness that we had our own individual escape hatch? For me, it is in accepting all of the things that I cannot change, maintaining a spirit of playfulness, and spending time standing in awe at the mystery of a redwood tree.

I encourage you to find your personal escape hatch so that you can enjoy connecting with others instead of wanting to dramatically escape from them.

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!

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