

Holly Stiel's **Service Moments!**

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

It's the Little Things that Make the Difference (or Size Does Matter)

The best way to inspire loyalty is to focus on the things that matter to your guest—no matter their size.

Recently I was staying at the sublime Auberge Resort, Palmetto Bluff in South Carolina. I was enjoying dinner at their charming River House restaurant and at the table next to me was a family with their five-year old child. The parents were concerned that the fine dining establishment wasn't appropriate for their small child, they seemed anxious when the waiter approached, almost apologetic to have brought their offspring to a grown-up venue. But the young girl was insistent that she really wanted to be there and promised that she would behave.

I watched as the Chef brought out the tiny amuse bouche. It was a delicate piece of lobster prepared in truffle oil, definitely not to the taste of a five year old. The parents held their breath with uncertainty. But then, the Chef presented the child with an amuse bouche all her own—

a perfectly petite peanut butter and jelly sandwich. The child smiled in delight and the parents breathed a sigh of relief. It was a reminder that it's the little gestures that make the difference. And paying attention to all of your guests, no matter how diminutive, really pays off.

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!

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

