

Holly Stiel's **Service Moments!**

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

Passion

My friend Debra has had many careers and she has excelled at every one. She graduated with honors from the Academy of Fine Arts in Philadelphia and became an accomplished painter. She received straight A's all throughout nursing school. She was fond of gardening so she became one of the few gardeners for the City Parks of San Francisco. She was part of the team that re-opened the historic Botanical Gardens and was in charge of curating the rare orchids. She earned a degree at the Culinary Institute of America and became quite a sought after pastry chef. But no matter how fascinating her vocation or how much she excelled, I never heard Debra rave about her work.

And then, Debra took a swim aerobics class and became so enamored with this type of exercise that she decided to learn how to teach it. For the past year, she has been teaching classes at the Berkley Y, two nights a week. Recently, she called me and invited me to participate in a class. I could hear a difference in her voice; she sounded thrilled with her new job. I went mostly to support my friend, get a little exercise and have some fun. What I got was a huge surprise and a true service moment.

Although I have known Debra for 30 years I had never seen her like this: totally animated, full of enthusiasm, assertive, articulate, and inwardly glowing. Everyone in the class loved it, because Debra obviously loved what she was doing. When you do what you love, you are just naturally good at it. Debra was so good at being an instructor-- jumping in and out of the pool, correcting posture and positions, sharing the joy of the movement—not only did we get a great workout, we were all carried away by her joy. The class was informative, inspiring and inspired. It was so clear that finding a passion is the key to creating service moments that create positive experiences.

After traveling the winding career road that Debra's many talents have taken her on, it is ultimately teaching swim aerobics that pooled her many gifts. Because she made such a difference at the Y, she is now being recruited by the local public school system. She has also obtained a business license to begin teaching fitness on her own. By taking Debra's class, I was experiencing someone living the adage "Do what you love and the money will follow" in living, splashing color. I felt truly served. It was sixty minutes of service moments, all of them wet, wild and wonderful.

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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