

Holly Stiel's **Service Moments!**

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

Ask a Question

I have just premiered a brand new service class Nature, Moments and Magic: Creating a Service Culture written by Ann Buzzota, my business partner in Talent Mondial. The program examines various types of behavior encountered in the workplace and explores the questioning and listening skills we can apply to each one. I am not only passionate about sharing this material, but practicing it; when I stop to listen and ask a question, I often find my students become the teacher.

I had just such an experience yesterday when I chatted with one of the attendees during a break in the curriculum: Stacey mentioned that she vacations in Reno three times a year. I asked her why she chose Reno, thinking she might have history or family there. Stacey told me that she goes to gamble and that she does not leave the casino for days at a time. My initial instinct would have been to respond with “Wow, interesting...” because I personally have never enjoyed casinos. This would have sounded judgmental and the conversation might have ended there. If I were to make my response about my own feelings, instead of making the effort to engage with

Stacey, we would have had a total disconnect. But, because I have been so entrenched in teaching questioning and listening, I asked another question: “What is it about a casino you enjoy so much?” Stacey’s answer surprised and delighted me. She said a vacation by the shore is not relaxing for her because when she sits on a beach, she can’t shut off her mind. The calm has the opposite effect and she becomes anxious. By contrast, the action and noise in the casino allows Stacey to forget her day-to-day life, to let go and be in the moment. Therefore Reno makes for a fun, stimulating yet relaxing holiday. I had never before heard a casino described in this way. It made total sense to me. I learned something about Stacey; she felt understood and I felt connected.

So, the next time you are in a conversation--pay attention and before you jump in to talk about yourself, insert an opinion or make a comment--**ASK A QUESTION!** You may be surprised by what you learn and how it serves to connect rather than disconnect. I think it is amazing and powerful...what do YOU think of that?

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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