

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

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

## *The Christmas Spirit*

As my husband Bill and I drove into our driveway on Christmas Eve morning, we noticed that little shining ornaments were hanging in random places around the trees in our yard. We both looked at each other thinking, who did that? We hadn't been home for a few weeks, and were completely surprised and delighted by the anonymous gesture. We called a few friends and neighbors who all denied placing the bulbs in the trees. We finally narrowed down the possibilities and were able to thank Randy our mushroom-hunting, abalone-diving, renaissance-man neighbor who stops by on his prowls for wild mushrooms whether we are home or not. On one of his runs, he hung the beautiful bulbs as a gift.

This simple gesture had all the elements of great service—surprise, delight, thoughtfulness, generosity, sharing the love and spreading a feeling of joy. What have you done today to spread a little joy? Anonymous or not, it feels good and tis the season.

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!

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

