

Holly Stiel's **Service Moments!**

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

How Sweet It Is

I have always contended that it's not always one big event that stands out in people's minds, but often a series of small touches that add up to one great experience. In fact, I like to say, "We are bitten by mosquitoes, not elephants." Yet even knowing this, I was still surprised by this "mosquito moment," delivered with great care by a valet parking attendant.

I recently had the pleasure of being one of the first guests to stay at the brand new and exquisite Ritz Carlton in Toronto. As I was walking back to the hotel after giving a workshop, I asked the doorman where I might find maple sugar candy. He told me it was sold in many of the tourist shops nearby. He added that I could also find it in a nearby mall. A few minutes later, I received a call in my room from the valet parking attendant, who had overheard the conversation. He told me exactly where to find the candy—just

two blocks away at the CN tower, then offered to pick it up for me! When I told him I would be happy to walk over and pick it up myself, he instructed me to ask for Andy, who was holding it for me, as there were only a few boxes left.

This service moment was remarkable to me on many levels. First, Jeff, the valet parking attendant, had been curious enough to pay attention to the conversation I had with the doorman. He was then caring enough to find out where to get the candies, call to be sure they were available and even offer to get them for me. Not only that, but there was an element of "sorcery" to it all: He had called me in my room, though I had never identified myself. I was **WOWED**. His caring, curiosity, personal attention, and willingness to be of service—far beyond his job duties—surpassed the sparkling chandeliers, heated marble floors, and locally inspired art. Those niceties touched my senses; Jeff reached out and touched my heart.

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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