

Holly Stiel's **Service Moments!**

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

Intention vs. Behavior

Lately I have come to understand that while we often judge ourselves by our intentions, others judge us by our behavior. In order to give world-class service, your intention and your behavior must be aligned.

My husband and I recently vacationed in the South of France; it seemed that each and every small town had a French Tourist Office. This led me to believe that the intention of the French Tourist Bureau was to be helpful and available to tourists visiting each unique, historic place. However, the service provided in these tourism centers did not actualize the intention. After the initial greeting of “Bonjour, how may I help you”, no one seemed the least bit interested in assisting us. Anytime we sought information about or directions to a place of interest, we were curtly pointed to the wall of maps and brochures and left to find our own way.

After spending 17 years assisting tourists at a concierge desk, I found this experience rather frustrating. I of course had simple ways to fix the problem and have written about such things in my new concierge textbook, *The Art and Science of the Hotel Concierge*. This Service Moment, however, isn't my solution to the problem as much as it is the understanding that while the intention was good, it was in fact the behavior that created the experience and the perception. Look at your own behavior versus your intentions and begin to view it with honesty and a critical eye. You may be surprised at what you discover.

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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