

Holly Stiel's **Service Moments!**

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

It's Not About the Coffee

Recently, while leading a workshop, I asked the question, "What do you want to experience when you are a customer?" The answers varied from personal attention, feeling important, being understood, getting what you asked for and product information.

In one particular group, there was a lot of emphasis on efficiency—getting what you want when you want it. Since I had just experienced an example of "efficiency" that very morning at the hotel where the meeting was held, I felt compelled to dig a little deeper.

"Really?" I asked, "Is that all you really want?" I then went on to share the Service Moment I'd experienced that morning. I wanted extra coffee pods and called housekeeping to request them. Within ten minutes, there was a knock on the door and the pods were delivered.

According to my seminar attendees, this would be considered good service. However, when I opened the door, a hotel employee with a sour look on his face aggressively pushed the pods toward me. No smile, no acknowledgement, no hospitality, just the pods, Ma'am. On the surface, I received what I requested, but it didn't feel good. On a personal level, I didn't get what I actually wanted—a feeling of hospitality, caring, warmth and acknowledgement.

It was such a contrast to my stay at Solage in Napa Valley, where I believed in my heart of hearts that the employees cared if I enjoyed myself or not. They went out of their way to make me feel acknowledged and welcome. So the question is: As a customer, what do you really want—besides what you expect to get because you asked for it?

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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