

Holly Stiel's **Service Moments!**

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

A Suite Surprise

When I travel I am always on the lookout for those wow moments, those moments of surprise when a service provider far exceeds their duties and knocks your socks off.

I just helped open the new Carmel Valley Ranch set deep in the lush woodlands of the Santa Lucia mountains in Carmel, California. Since I would be presenting seminars for two weeks, I wanted to have flowers in my room to make it feel more like home. I stopped at a plant and fruit stand on my way down from San Francisco and bought four orchid plants because I thought they would be long lasting. Well, they lasted, but they simply refused to stand up. Since they didn't have pots to support them, they literally slumped over making my room look sad rather than soothing.

After my second day at the Ranch, a housekeeper noticed my dejected flowers and took it upon herself to find four separate

pots for each orchid and stuffed newspaper around them so that they would stand up. That evening when I came back to my room, it was full of soaring fuchsia flowers! I was really touched by that thoughtful gesture of pride, care, and attention.

So many things went into that one gesture. First, she had to notice the drooping plants and then she had to care enough to take action. Next, she had to run around to find the appropriate size pots, place the orchids in them, and finally arrange them around my room. All this without any personal interaction with the guest and no guarantee of a thank you or the pleasure of seeing me see the flowers for the first time. She did it just because she cared. I was not only surprised, I was moved, and that made me feel more comfortable and cozy than flowers ever could.

Each room at the Ranch is a suite, and with their fireplaces and private decks, each suite is meant to be a home away from home—but what really makes a home, are the people.

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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