

Holly Stiel's **Service Moments!**

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

True Spirit of Customer Service



Lately I haven't had too many service moments that stand out as extraordinary. I also haven't had too many that stand out as upsetting either. For the most part, I have simply had smooth, engaging and enriching customer service experiences. That made me realize once again that the adage—"We receive what we give."—is usually true.

I am basically a pleasant person, smile at people and courteously ask for things. Sometimes the outrageous, colorful ways I dress cause people to smile before I even say a word. Perhaps it's the oversized and sparkly sunglasses I wear, or maybe it's the Christmas Spirit creating all the good will in my life. Which started me thinking about the herculean effort it takes to be pleasant and engaging all the time, day after day with so many people, including their quirks and idiosyncrasies.

Although I have been leading "Spirit in Service" trainings for twenty years, I am regularly reminded how important and helpful it is when people do their jobs with a sense of joy and caring. It doesn't need to be worthy of employee-of-the-month status. But it really does take a sincere spirit to serve. To be consistently pleasant, knowledgeable, willing and caring on a daily basis creates rewarding and meaningful exchanges for both the giver and the receiver. To all of you out there, who moment by moment create enjoyable experiences for people, I send a smile and a heart filled with gratitude as I express again my four favorite words:

Thank You Very Much!

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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