

Holly Stiel's **Service Moments!**

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

How To Make A Bed



I love to have an opportunity to work with housekeepers, janitors, groundskeepers and other back of the house departments in the hospitality industry. My work usually involves working with managers or front of the house employees, so I truly appreciate the wisdom and inspiration I receive from the folks who do the work that is expected, taken for granted and rarely recognized.

At a recent all employee meeting I facilitated, the employees were given vague scenarios that they were to act out in a creative fashion.

The point of the exercise was to reinforce the skills that were embedded in their company customer- service-training program. One activity involved an experienced employee attempting to teach a new employee a work-related function while the new employee is clearly distracted and not paying attention. The goal of the exercise was to demonstrate a variety of customer service training skills—questioning, paraphrasing, being able to read someone else's behavior and adjusting theirs accordingly.

The work skill one of the teams chose to teach was how to make a bed. While the participating team demonstrated some of the skills taught in their company training program, the part that thrilled me was to see how creative and bursting with pride they could be teaching someone how to make a bed in a five-star resort. The attention to detail was stunning and the obvious care they put into the process was actually palpable.

The narrator for the skit pointed to the carefully made bed and stated, "When the Guest enters the room, they see a bed that is elegant, inviting and ready to receive." I was blown away by this articulate and artistic expression of a mundane task.

What if we all believed that what we were making or doing was elegant, inviting and ready to be received? The world would be a better place.

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!

ThankYouVeryMuchInc.com
Transforming Business to Think
Like a World-Class Concierge

