

Holly Stiel's **Service Moments!**

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

Sincerity

Every American is well aware of our annoying culturally entrenched insincere greeting and salutation. "How are you?" and "Have a nice day." Those of us that grew up in the U.S. or have lived here for years think nothing of them, as they both have basically become meaningless window dressing disguised as conversation. It is hard to imagine what it must be like for a person new to our culture. I am sure they are confused and perhaps even insulted by our lack of sincerity in actually wanting to know how you really are or the meaning behind "Have a nice day."

While a guest at a hotel in Charlotte, North Carolina, I began to think about the fact that many American businesses employ multicultural staffs. Initially, many of these employees have a difficult

time understanding the myriad of sayings that are second nature to those born or raised in the U.S. As the room service waiter was exiting my room, he said "Have A Day." I assured him I would and wished him the same. It was a wonderful service moment, for in that simple and sweet misuse of our culturally insignificant expression I felt empathy and a genuine emotional connection to this Russian born and raised service provider. Ever since he said it I have been repeating it.

"Have a day" I say, and smile at the recollection. What could we say that would actually be authentic? What could we wish for others? How about "Have a moment?" or "Make this moment a good one."

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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