

Appreciating Service

If we focus on what is right with others we will see more that is good within ourselves.

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While sitting in a restaurant the other day, I noticed the table next to me and how the serving staff was very attentive to this table and to all the surrounding tables. What was interesting about my observation was how those folks sitting at the various tables were interacting with the restaurant staff. Each table was a little different. One table was very gregarious and

laughing it up while another table was very quiet and didn't seem to notice those serving them. The third table appeared to be very demanding and extremely rude from what I was observing.

Now if you have ever worked in the service industry you will probably recognize these different behaviors.

***Do you notice those serving you?
Or do you go through life
expecting service and never
really acknowledge great
service?***

Some service professionals are trained to be invisible while others are trained to connect and take more of a sales role. It is extremely interesting to observe political candidates and how they treat service staff at a networking function. If you have never done this, I would encourage you to try it sometime. Some individuals have a tendency to put forward

an air of superiority while others are cognizant that they are not the only individuals walking the planet.

I believe that when you are not connecting with those that serve you, you are missing a tremendous opportunity. Acknowledging those that are serving you is the right thing to do. You will make that individual's day a better experience. You could also benefit by receiving even greater service, and lastly, those you connect with could expand your own personal agenda.

I have found throughout my own life that if I genuinely appreciate the service given to me that the benefit for me has always been so much more than I have given to them.

There are many ways to show appreciation. Obviously, one is through your pocketbook. Thank you notes promote goodwill. A letter or an e-mail to the service individual's supervisor or company really costs you nothing and at the end of the day can create a positive chain reaction for the one receiving the letter. Before the service event has ended and during the experience, if you take the time to acknowledge the existence of the service provided, and through your tone and body language show your appreciation, the outcome for both of you will be rich and rewarding.

When we neglect those giving us great service we are the one(s) that lose the most from the experience. As with everything in life, when we show gratitude we notice more of those things that come to us that are positive and fulfilling. If we focus on what is right with others we will see more that is good within ourselves. Through this exercise we will attract over and over positive experiences and learn from those that aren't as positive.

So the next time you are seated at a busy restaurant and someone refills your water glass or clears your plate, say thank you and really mean it and then watch what happens!



Linda Yates has more than 20 years of experience in sales, customer service, marketing, business development and fund raising. She has spoken on topics such as leadership, customer service, personal development and growth, business marketing and communication. She has written for national publications on marketing strategy planning and development and has been a highly sought after asset for a variety of businesses and organizations.

She currently leads the exciting and diverse real estate training experiences on behalf of an industry leading organization. From online seminars to workshops to boot camps, she implements the educational programs that help investors and first-time home buyers thrive in today's real estate market. With extensive project planning, public speaking and educational training experience, Linda distills complex issues into easy-to-understand messages that help individuals from all walks of life achieve their real estate goals.

Prior to working in the real estate industry, Linda executed motivation and training programs to thousands of individuals from several Fortune 500 companies on their internal processes and strategic initiatives throughout North America.

She is no stranger to the world of technology where she advised middle market companies on leveraging their existing business systems and to how maximize their customer relationships through technology.

Linda's expertise is being a conduit to facilitate growth from a personal or business setting. She believes that if you "talk" about it, you better be willing to "walk the talk".

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