

## WORKPLACE WISDOM NEWSLETTER

### **It's My Pleasure!**

**I am relaxed, suntanned, and have sore sides from a full week of laughter.**

*My mother, two daughters and I have just returned from a "Girls' Week" in a beautiful Caribbean Resort in Cancun...the kind that spoils you for seven days with excellent food and amazing pampering.*

*I know this is familiar to many of you. However, this trip was special for us because it was the "first time" we have been able to be together to laugh and play by ourselves. Our four husbands were supportive and kept the children back at home so our minds could be free of responsibility.*

**We all returned in awe of the customer service we experienced.**

***Each employee demonstrated accountability and responsibility.***

From the bellmen to the housekeepers....from the front desk to the restaurant hostesses....from the poolside servers to the golf cart drivers....every single one of the 2,000 employees...

***kindly and genuinely said, "It's my pleasure to serve you."***

**...and serve us they did!**

## HERE'S THE HISTORY LESSON

### **Hurricane Wilma Ripped Cancun**

The devastation of Hurricane Wilma dealt its dastardly blow to this lovely community on **October 21, 2005** – hovering over Cancun for 14 strong hours without moving out to sea. *We saw a video of the storm's massive devastation, and every one in the room grew quiet.* All of us who were being pampered with manicures, pedicures, messages, and room service (etc.)....were humbled.

### **The Storm's Devastation**

The storm hit this business enterprise (the resort), and left behind: palm trees in jacuzzis, sand and salt water in the lobby, 2-3 feet of water in the restaurants, beach sand 4-5 feet deep in the massive pool, sea-side restaurants blown away, their seawalls crumbled like little crackers, and beautiful stained glass lobby ceilings in billions of tiny pieces on the used-to-be shiny marble floors. Bedding, drapes, TV's, furniture...destroyed! The video stirred strong emotional feelings in everyone that saw it. *Personally, I felt a lump in my throat, a knot in my stomach, and warm tears in my eyes.*

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### **The Clean-Up**

After taking care of their families and their homes, all these employees returned to work...but not to their old jobs. Each employee put on boots, raincoats, and old clothes to begin the clean up. Everyone did whatever was needed. *No one was "too good" to work beside another.* Their beloved resort was hurt. All they wanted was to restore it to its original beauty.

### **The Result of Pulling Together**

Wow!...the amazing result! On **December 15, 2005**, all employees – who were kept on the company payroll throughout the ordeal – gathered in the massive elegant lobby for a Grand Opening Celebration that far exceeded all previous employee parties! The employees sang, cried, danced, and held hands with the Executive Team of this Resort. **Happy, vested employees. Every company's dream – all over the world!**

All had lost so much. All had much personal pain. All could have missed paychecks (they did not). From the executive to the lowest wage earner, they turned their pain into gain in 2 ½ months with **the old concept of "sweat equity" ... HARD WORK.**

### **The Feelings Today**

What's the result of the employees abandoning their prestigious "resort jobs" and putting on boots and raincoats? Of going to work "to sweep up mud and glass; to paint; to replant; to haul off thousands of soaking items"? *These employees now feel a sense of PRIDE AND OWNERSHIP of their resort that is being demonstrated every day.*

They love the resort company....the resort company loves them...they both know how extremely valuable they are to one another.

### **The Benefit to Me, the Customer (Guest)**

My family and I received *SHOCKING, OUT-OF-THIS-WORLD CUSTOMER SERVICE!*

### **The Customer (Guest) Leaves**

Yes, the vacation is over and we leave. We leave and tell 10-20 others how special this resort is; how kind the employees are; how perfect they made our vacation! We will TELL OTHERS who will TELL OTHERS who will TELL OTHERS about the phrase, *It's my pleasure to serve you."*

So, this is my message:

***Working Together and Building a Sense of Family***

***...even in horrible times***

***is the foundation of excellent customer service.***

***For one week, we heard this same beautiful and sincere phrase***

***It's my pleasure. Thank you for your business."***

### **They Do Remember**

Yes, the resort employees remember Wilma's devastation and the terrifying thought of losing their income. So, most definitely, they are sincere! It is their pleasure to have me at the resort, and they are grateful for my business!

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**Can I remember to be that gracious?**

***Yes!***

***I will remember that my attitude drives my business - always!***

**WHAT A LESSON!**

**Rebuild, Remember, Be Grateful.**

**Mother Nature teaches us many lessons...our challenge is to absorb them.**

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