



April 28, 2010 – Grand Rapids, MI

## Challenge

Once in a while, something so special happens, I just have to talk about it. Two weeks ago, I was staying at the Hilton President in downtown Kansas City. This is an old hotel that has been refurbished and it's beautiful. When I travel, I always take coffee, filters, and other things including a spoon with me—there's never enough coffee in hotel rooms so I often make my own, and you can't count on finding a spoon. Well, the spoon I take with me is a very compact but sturdy one with a Northwest Airlines logo. As you know, there is no more Northwest Airlines, so my souvenir spoon is irreplaceable. I always put the spoon away because I know maids might assume it's from room service and take it. But this time I forgot, and sure enough, the maid took it.

When I was checking out, the young lady at the front desk asked if there was anything more they could do for me. I told her about my missing spoon and challenged her: find that spoon and return it to me, and I'll write a great review for the hotel. Micaela told me she loves a challenge, and she would find it. Three days later, my cell phone rang—it was Micaela saying that they had found the spoon and wanted to verify my address. The spoon was delivered yesterday.

If that isn't an example of exceptional customer service, I don't know what is. Think about it. One small spoon in a hotel with hundreds of rooms and at least three restaurants—how many thousands of spoons do you think that hotel has? Talk about a needle in a haystack. But the goal was clear, and one person took it upon herself to meet the challenge.

The next time you think that losing weight and getting fit is hard, take it as a challenge instead of a chore. It may take you a while, but you can do it; find that one way that will work for you. This is your chance to do something exceptional. Then you can write your own review about what a great job you did. And if you're ever in downtown Kansas City, make sure you stay at the Hilton President—I know I will.

What are you prepared to do today?

*Dr. Chet*

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