



turning managers into leaders

Merge's Monthly Mega Minute – May 2009

Welcome to **Merge's Monthly Mega-Minute** - a bite-sized, yet substantial and practical, nugget of information that you can use immediately to enhance your professional and personal success.

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Merge Gupta-Sunderji turns managers into leaders. Through engaging keynotes and facilitated workshops, she gives people specific and practical tools to achieve leadership and communication success. Contact her at www.mergespeaks.com or 403-605-4756

Are you taking the extra step?

I met a business associate for lunch at a popular steakhouse last week. Since steak isn't usually my first choice, I asked the waiter if he had any vegetarian options available. After a split second of silence (it was a steakhouse after all), he snickered. "A green salad?" he mockingly offered. "I was looking for something more than a plain salad; could you ask the chef for me please?" I responded. He shrugged, clearly wondering why I was even there, and likely rolling his eyes as he walked away. He returned a few minutes later, "Chef says we have stir-fried vegetables over rice, a wild mushroom risotto, or portobello mushroom fajitas." "Perfect, I'll take the stir-fried veggies over rice," I replied. As he shuffled off to the kitchen, my colleague remarked, "He sure seems to be put out. It's not such a big deal to ask for a vegetarian option; you can't be the first one who's ever asked." We both laughed and moved on to other subjects.

About five minutes later the manager approached our table. "I understand you requested a vegetarian option and chose the stir-fried vegetables," she said. "I just wanted to let you know that we cook our rice in a chicken broth, so if that's not what you want, may I recommend one of the other two options." I was impressed. Unlike my first experience a few moments ago which bordered on indifference, this woman was showing me that she really cared. Truthfully, if she had not advised me, it was unlikely that I would have even realized that the rice was chicken-based. But by asking me, she demonstrated that she cared enough to ensure that I had a pleasant and memorable dining experience. Because she took one extra step to ensure my comfort, my experience with this restaurant went from average to exceptional.

Are you taking the extra step for your clients, your employees and even your peers? Are you making it easy to do business with your organization? Are you making your department a welcoming workplace? Do your peers *want* to work with you? Remember, your extra step can take someone else's experience from average to exceptional.

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