

Contact Information: Andy Masters, (407)595-5838-Phone, (407)985-2098-Fax, andy@andy-masters.com
MPI, 9931 Hatton Circle, Orlando, FL 32832, www.andy-masters.com

How A 17-Year Old Hostess Can Help Us Decrease Stress and Increase Quality

by Andy Masters, MA, CSP

Have you ever committed to an unreasonable time frame for a project or special request for someone?

“Suuuurrrreee, I can get that done by Wednesday!”

“Suuuurrrreee, I can serve on another committee!”

“Suuuurrrreee, I can be there by 6:15!”

Unfortunately, we often tell bosses, customers, or even friends what they want to hear to appease them at that moment, and deal with the dilemma of actually providing it later. This can create unrealistic expectations, lead to poor quality, and place undue stress on ourselves (*and other team members who may be forced to help*).

So, why do we do this? Why do we cave in and tell people what they want to hear, instead of what they need to hear? Often, we don't want to show people we can't handle it, and we want to be people-pleasers and superheroes first.

It's also called conflict avoidance.

It should be called conflict procrastination.

Consider these two scenarios:

Let's say you were so busy on a given Friday, you were forced to skip lunch, and are starving by dinner. You meet three friends at a restaurant at 6:30, and the parking lot is full—with a crowd hovering outside the door.

“GREAT...this place is packed. I'm NEVER going to eat!”

You rush in and approach a 17-year old hostess, and ask in a frustrated voice: *“How long is the wait?”*

In scenario one, a poorly trained hostess doesn't want to upset you, so she nervously responds *“About 10 minutes.”*

In scenario two, a well-trained hostess responds *“Just to be up front, we are quite busy this evening, so it could be up to a 30 minute wait.”*

In either scenario, you consider that by the time you went somewhere else, parked, and waited, you might as well stick it out here.

So, you wait.

After 20 minutes, your buzzer buzzes, and your table is ready.

In scenario one, when the hostess told you 10 minutes, your response is *“It's about time. She told me TEN MINUTES. I hate this place!”*

In scenario two, when the hostess told you 30 minutes, your response is *“Awesome...my buzzer is buzzing already. Food, here I come! I love this place!”*

Don't paint yourself into a corner by over-committing to promises you may not be able to fulfill. Put yourself and team members in position to succeed, not fail. Put yourself and team members in position to be a hero to others, not a goat.

*******FOR IMMEDIATE RELEASE*******

Contact Information: Andy Masters, (407)595-5838-Phone, (407)985-2098-Fax, andy@andy-masters.com
MPI, 9931 Hatton Circle, Orlando, FL 32832, www.andy-masters.com

Exercise the wonderful customer satisfaction and stress relief principle: *“Under-promise and over-deliver.”*

When we’re placed under pressure from co-workers, clients, friends, or even strangers, each day we should be armed with managing expectation phrases such as:

“Just to be up front...”

“Just to give you a heads-up...”

“Just to be realistic based on my schedule right now...”

Besides, as the other person, don’t we just want to *know*? Don’t we just want someone to provide us with realistic expectations? Don’t we just want someone to be up front with us from the start?

Sure we do.

Importantly, I’ve also emphasized a concept in my programs that we must manage expectations with *ourselves*. Yep. We need to *“under-promise and over-deliver”* in our own lives.

Too often we are victims of taking on too much, and *“spreading ourselves too thin.”* Coaching that third team. Serving on that fourth committee. Unrealistically trying to jam 17 things onto our “To-Do” list. Rushing to our pedicure appointment right before it closes. We try too hard to be superheroes in every phase of our lives, every day. I term this *“Superhero Syndrome.”* However...

“Either you control your schedule, or your schedule controls you.”

“Either you control your time, or someone else controls your time.”

Unfortunately, the vast majority of stress in life is completely self-inflicted. We must be tough—but tactful—when considering new commitments of our time. When we say “YES” to something new, what are we going to say “NO” to in order to create more time—or are we simply going to sleep less the next 2 months?

Life is complicated enough, with enough pressures and deadlines. We should slow down. We should simplify. We should prioritize and focus our valuable time on our most important responsibilities, clients, and loved ones. This will decrease stress, increase quality, and enable us to live the care-free life of a 17-year old hostess.

About the Author: Andy Masters is an award-winning Author/Speaker who has written 5 books, earned 4 degrees, and has presented hundreds of Leadership, Sales/Service, and Work-Life Balance programs. Visit www.Andy-Masters.com or email Andy@Andy-Masters.com for speaking availability and book information.

Contact Info:

Andy Masters, M.A., CSP

Author/Speaker

(407)595-5838

Andy@Andy-Masters.com

www.Andy-Masters.com

###
