



Between the Lines

The Inside Story

THE SCRIBBLER - PHIL DIDOMENICO'S WORDS TO LIVE BY.

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First Impression

You don't get a second chance to make a first impression is an old cliché... I think you always get a second chance even if you have to help it along. I recently brought my car in for service, there was a new service check-in person, he had a sour scowl on his face, I thought boy this is going to be tough, but wait, I am the customer so he owes me a smile, a good morning, some kind of pleasant greeting. Well that wasn't happening. His first words... "Were you written up outside?" No I said, was I supposed to be? "Yeah, that's how it works." All this without raising his head from his paperwork. (Btw, no one was outside, only an empty podium) Ok, now it begins. I remembered my own advice., "You set the tone." So I said, "what time did you get up this morning? I'm up since 4:30." No response. I continued, "what side do I get out of bed, I chose the right side... how about you? At first I thought... well that didn't work he must be thinking I am nuts but after a moment he actually smiled, however small but it was a smile. The rest of the experience was all good and good for the next couple of his customers I'm sure. I was not going to allow him to decide how I was going to act.

So it may be like this... For everyone like me there is someone like the service guy. It just may be a balance of sorts. If you're like me, depending on the day, you deal with approximately thirty to fifty people on the phone or in person so perhaps half of them may need you to put a smile on their face, give them a boost and some understanding.

Our moods dictate our attitude, and they're revealed by our expressions. Your mood often influences your thoughts. Moods are contagious and not only affect the way you act, but also those around you. Emotions are triggered by so many things, dealing with co-workers, staff, customers, and even family. Keep in mind you have the option, **it's up to you "to set the tone."** Change it up and make it better for your benefit and the folks around you, because if you always do what you always did you will always get what you always got... Nobody knows you better than you do. So only you know the right way to set the mood of your day. You can choose to be sensitive or sensible. Remember, it's not the load that matters its how you carry it. For some there is no such thing as a bad experience... they take the negative and turn it into something positive. Try it... the payoff is big and gets better each time.

**A giggle, a smile and a positive attitude has the power
to transform moods....**

**"When you're smilin', keep on smilin' and the whole world
smiles with you."**

-Satchmo