

Jamie

A guest called and asked if someone had turned in a checkbook to the lost and found. I checked our inventory and unfortunately, we didn't have it. I asked where she thought she'd lost it and she told me that she was sitting on a bench in front of JCPenney's and she thought she may have left it sitting on the bench beside her. I got her phone number and walked as fast as I could to the benches. As I approached the area, I could see something sitting in the middle of one of the benches. It was her checkbook! I made my way back to the booth and called her right away. She verified the name and address on her checks and was on her way to pick them up. She was extremely grateful for my quick response and also thankful that no one had the opportunity to use her checkbook before I found it!

Cheryl-

Last week a customer was looking for a store that had closed. I checked for the closest locations and called to make sure they were open and one was actually closed, so it saved her a lot of useless driving. She was very happy.

Kate-

A child lost their favorite toy during an event and after walking around the plaza area and finding said toy, I called the parents. They happily returned within a few minutes and were very thankful!

Name: Nichola Wyllie

Answer: An example of how I made the day of one of our guests would be when I and a fellow employee assisted a patient over the weekend in ordering a Lyft. She had trouble navigating the app and while trying to help her we discovered that the app itself was the issue and settled to help her get an uber instead. While getting her an uber I kept noticing her destination and her current location were switching so I made it a priority to fix the issue so the car wouldn't mistakenly go to her house instead of where she needed to get picked up. After the ordeal, she expressed her gratitude to us and thanked us again on her way out.

Name: Chhaya

Answer: I had an out of town guest frantically looking for a black tie event dress for the same evening, which we unfortunately do not have a big selection of. So I called another location that carries gowns and also verified the hours of operation and provided directions before I sent them.

Melissa

Answer: There was a customer who had come in last week to rent a scooter. He was paralyzed from the hip down. He came in with a wheelchair but wanted a break from pushing it around. There was one issue though... He couldn't get into the scooter by himself. so, I help him position the wheelchair and his body with the scooter chair turned towards him and we worked together to get in the scooter he was upset at first that he couldn't lift his body that high he started to give up with frustration. I got down on my knee looked him in the eye and said YOU GOT THIS! ...with one hand on my shoulder he pushed himself up and got right into the scooter! I looked up and he was tearing up. I said see! If you put your mind to it, you can do it!

His mother drove him here to the mall. He wanted to get her something for her birthday and he was able to do that. He went to Pandora and got her a charm for her bracelet (it was beautiful) He also went to Kona Grill and got some sushi and soup. He asked me to tie his food onto the back of his wheelchair when he was ready to leave. After he left and came back in with his mother who gave me a big hug and she thanked me. She said that she will forever be a customer here due to the customer service her son received. This made my day. I've cried a few times here with customers (happy tears) it's the smallest things that can change someone's day,year,life

Be the change you want to see in the world even if you cry happy tears along the way =)

Name Patty Hasson

Answer A lady came to the Customer Service Desk on Monday, June 13th to see if her Costa prescription sunglasses had been turned in. She had lost them when she was here on Saturday, June 11th and had been crying for 2 days. I was happy to let her know that a pair of Costa Sunglasses was turned in and they would be up in our Security Office. I gave her directions to the Security Office and she was so excited to thankful that someone turned them in to our Lost and Found here at the desk. She had come into Sarasota from Virginia for eye surgery was leaving that afternoon to go back home. Also, evidently someone made a bet with her that we would not have them because she said so and so owed her 25.00

Name: Elizabeth

Answer: A day in which I made a difference in a guest's day was when I provided extra customer service by googling an ice cream shop nearby for her and her family. Around 7 pm the guest came to ask if we had any place that sold ice cream because she wanted some for her little ones. One of her daughters needed the restroom so I told her not to worry about it and take her, I would look up that information and she could come back after she was done. I found two different spots on 3rd street a couple of blocks away and wrote down the names and addresses while also giving the store a call myself to make sure they were open. I handed the sticky note to the guest when she returned and she was very thankful saying I went above for her and she appreciated it.