

Dorothy worked at Chick-Fil-A, a fast food restaurant. One day a high school soccer team stopped at Dorothy's store for lunch on their way to a tournament. The team had to eat quickly and the coach was rushing the girls to finish up. Katherine, one of the players, scrambled to throw away her trash and race to the bus. It wasn't until they were ten minutes down the highway that Katherine realized what she had done. She couldn't believe she had done this again! Her mom was never going to forgive her. Katherine took a deep breath and called her mom to let her know what had happened. In a slightly frantic voice, she said, "Mom, I'm soooooo sorry." "Katherine, what's the matter?" "Well ... I know you're going to be upset and I promised I would never do it again but—well—I lost my retainer!"

Katherine's mom assured her daughter it would be okay and that she would contact Chick-Fil-A. She called the restaurant and Dorothy answered: "Thank you for calling Chick-Fil-A, this is Dorothy. How may I help you?" Katherine's mom explained the situation and asked if Dorothy wouldn't mind checking around. "My pleasure!" Dorothy responded.

Dorothy put Katherine's mom on hold and asked around, but nobody had seen the retainer. So Katherine's mom asked Dorothy if she wouldn't mind setting aside the trash bags, since Katherine was planning to drive to the restaurant and dig through them—she just couldn't afford to replace that retainer again! Dorothy said, "My pleasure, ma'am. Well, actually, I could just look through the trash for you, if you'd like? It would save you a trip." (Now, I don't know about you, but I would have a hard time offering to dig through fast food trash for someone else's retainer!) Katherine's mom said, "Oh no, dear, thanks but that's okay—I'll come down and do the dirty work myself."

So Katherine's mom drove to Chick-Fil-A and upon arriving, she found Dorothy, elbow deep in fast food trash—and she was smiling! Can you imagine being so happy to serve? Even though Dorothy had been told she didn't need to search the trash, she chose to do so anyway.

You know, I gotta tell 'ya: I'm pretty selfish sometimes. I find myself offering to go the extra mile, but hoping and praying that the person will let me off the hook! That way I look like a nice person, but I don't actually have to do the dirty work. And in this case the customer did let Dorothy off the hook. But she chose to search through the trash anyway. She could have asked questions like, "Why did I answer the phone?" "When is someone else going to help the customers?" "Why are customers such a pain?" "Who scheduled me on this shift?" And of course, this one: "Why can't these teens keep their retainers in their mouths?!"

I don't know exactly what Dorothy was thinking, but I can guess that she simply asked questions like, "What can I do to contribute?" "How can I serve this woman and her daughter?" "What can I do to make a difference?" That's personal accountability—it's as simple as that.

Oh, and I don't know how you've been picturing Dorothy this whole time, but she was nineteen. Dorothy proves that young people do want to serve, can go the extra mile, and have a lot to contribute. You too can practice the QBO!

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### Discussion Questions:

- What message do you take away from the story of Dorothy?
- Share an example of a time when you received "above and beyond" service from someone. How did this make you feel?
- In what areas of your life do you feel you need a greater attitude of service?
- Who in your life can you serve today—and how? Be specific.
- Are there situations where it's other people's job to serve, or should we always say "I own it!"?