



Thursday Thought

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“Eye Contact”

Thursday December 28, 2017

Verse for the week: Ephesians 1:18a (NIV) “I pray that the eyes of your heart may be enlightened in order that you may know the hope to which he has called you.”

A friend of mine recently picked up her granddaughter to go Christmas shopping. The granddaughter wanted to eat at a particular fast food restaurant, and when they arrived they were able to walk right up to the counter because there wasn't a line. There were two people “working” the front counter. However, they were “more interested in seeing traffic coming in the parking lot than doing their job.” One eventually walked away from the counter, and the other just kept looking outside.... Finally, the one still up front noticed them standing at the counter and said, "I didn't see you standing there. I will take your order when you are ready." As they said it, they never made direct eye contact and, instead, continued looking outside. If my friend's granddaughter hadn't chosen where she wanted to eat, they would have walked out. Nobody likes being ignored, especially from someone in the customer service industry! The expectation should be that they have good people skills, provide excellent customer service, and are at least polite. I think everyone should read, *Terrific Five Star Customer Service* by Keith Hawk and Stan Toler. This is an exceptionally great book that discusses why quality customer service should be the norm rather the exception!

Eye contact is very important! Proverbs 4:25 (The Message) says, “**Keep your eyes straight ahead; ignore all sideshow distractions.**” This is wise advise when in conversation with someone. Eye contact shows respect, interest, appreciation, and understanding. If we aren't good at eye contact, we need to begin to work on it. Just as my friend didn't feel as though they were acknowledged or valued, people don't feel like we care if we don't make eye contact with them. The truth is, even if we don't like them, they are loved, valued, and cared for by God. Matthew 10:29-31(NIV) says, “**Are not two sparrows sold for a penny? Yet not one of them will fall to the ground outside your Father's care.³⁰ And even the very hairs of your head are all numbered.³¹ So don't be afraid; you are worth more than many sparrows.**” If people matter to God, they should matter enough to us that we make eye contact with them.

Question to ponder: How well do you make eye contact with the people you interact with daily (servers, bank tellers, fellow employees, etc.)? Make a conscious effort today to look each person in the eye.