

A Lesson for the Teller

A bank teller had formed a casual friendship with an elderly woman who came to the bank every month.

The woman was usually more dressed up and more interested in visiting than other customers, but that was about all the teller noticed about her.

One day, the teller mentioned to the woman that the bank's new drive-up window would be an easier way to make deposits. To the teller's surprise, the woman said no; she would rather visit than save a few minutes.

Her reason? She lived far from town and had no close family or friends – and had come to consider the teller her best friend!

The incident changed the way the teller saw her job – and particularly her role with customers. Even the apparently minimal human contacts her job provided could add real meaning to her customers' lives – and to her own.

This story should strike a resounding note for those of us in Life Care and Century Park. Our work gives us even more opportunities than what was true for the bank teller.



More than banks or other businesses in the marketplace, health care and hospitality – what we do – are grounded in relationships. We have intimate knowledge of the health needs, aspirations and dreams of those we serve. And we interact with them on a daily basis.

The way we touch their hands, give them a hug or share our smiles with them adds value to their lives. And taking the time to listen, really listen, to them shows how important we think they are. These are the ties that bind us together in human relationships.

Above all, keep loving one another earnestly (1 Peter 4:8 ESV).

– Beecher Hunter