

A Real Public Servant

I've always had an appreciation for mail carriers; in part, because my father-in-law delivered the mail by horseback to farm homes in Middle Tennessee for several years. It was a job he enjoyed, because oftentimes he got to speak to his customers along the route.

Recently, I read the story of Arnold Billie, who was a rural mail carrier for more than a quarter of a century in southern New Jersey. His daily route took him 63 miles through two counties and five municipalities.

Mr. Billie, as he was affectionately known, did more than deliver the mail. He provided "personal service." Anything a person might need to purchase from the post office, Mr. Billie provided, whether stamps, money orders or pickup service. All a customer needed to do was leave the flag up on the mailbox.

One elderly woman had trouble starting her lawnmower, so whenever she desired to use it, she would simply leave it by her mailbox, raise the flag, and when Mr. Billie came by, he would start it for her. Mr. Billie gave new meaning to the phrase, "public servant."

Servant leader is the concept taught and promoted in Life Care, American Lifestyles and Life Care at Home. And such an individual can occupy any position in any department in the center or the company. Such leaders rarely think of themselves as doing anything other than the ordinary, when what they actually do is quite extraordinary.

True servant leaders are motivated by love, and those who don't have it don't work out very well in our organization.

--Beecher Hunter