

And Then Some

It's hard to believe that it has been seven years since we added the words *And Then Some* to our Whatever It Takes customer service recognition program. The redesigned materials were shipped to our centers across the country in the fall of 2005.

The impetus for including that phrase came from a sermon by Dr. Hays Wicker, pastor of First Baptist Church of Naples, Fla., capturing the attention of Forrest Preston. Preston immediately thought of its application to Life Care and our dedication to our residents. Dr. Wicker told this story:

A very rich man from the Rio Grande Valley in Texas was asked by a reporter about the secret of his success. His response was: "I don't need many words to tell you, just three – And Then Some."

The wealthy man explained, "I have always tried to do what is expected of me, and then some. In other words, to do more, to go the second mile. That is the secret of success in any area of life."

And-Then-Some practitioners receive two rewards: (1) happiness of heart, and (2) peace of mind, knowing that they have done their best – they have done what is expected, and then some. They are the people who distinguish themselves, who stand out in the crowd because of their unselfishness and teamwork.

The addition of these three simple words has brought a new level of recognition and distinction to our awards program, making these bestowments even more meaningful to the recipients. Recently, I read a magazine article quoting James E. Byrnes on this subject:

I discovered at an early age that the biggest difference between average people and great people can be explained in three little words – and then some. Those who are top performers do what is expected of them, and then some.

- *They are considerate and thoughtful of others, and then some.*
- *They meet their responsibilities fairly and squarely, and then some.*
- *They are good friends to their friends, and then some.*
- *They can be counted on in any situation, and then some.*

So wear your pin proudly as a symbol of your commitment to our mission of serving others.

– Beecher Hunter