

Three Small, Powerful Words

Standing in the hallway of a funeral home in Cookeville, Tennessee, I noticed a plaque prominently displayed on one wall.

It was nicely framed, and the words were large, bold, and the color burgundy was used to highlight the message. Here is what was written by a poet named Carl Holmes:

AND THEN SOME

These three little words are the secret to success. They are the difference between average people and top people in most companies. The top people always do what is expected ... and then some.

- *They are thoughtful of others; they are considerate and kind ... and then some.*
- *They meet their obligations and responsibilities fairly and squarely ... and then some.*
- *They are good friends and helpful neighbors ... and then some.*
- *They can be counted on in an emergency ... and then some.*

I am thankful for people like this, for they make the world more livable. Their spirit of service is summed up in these little words ... and then some.

Poet Holmes summed up the feelings of Forrest Preston and Life Care's leadership team several years ago when the words *And Then Some* were added to our customer service commitment, *Whatever It Takes*. Those three little words now adorn the pins we wear, the posters, the nomination boxes, and a variety of promotional materials about the program.

Those three little words – simple and brief – are Life Care's bold proclamation to go beyond what might be normally expected in terms of caring and serving our customers.

Wear those pins on your clothing proudly every day that you work. And live out what they stand for.

As each has received a gift, use it to serve one another, as good stewards of God's varied grace (1 Peter 4:10 ESV).

