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THE MONTHLY NEWSLETTER FROM ANDRÉ TAYLOR

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My Pleasure!

I recently spent seven days cruising aboard the Serenade of the Seas, one of the outstanding ships in the Royal Caribbean fleet. The beautiful and massive cruise ship departed from San Juan, Puerto Rico and each day visited a beautiful island gem – St. Thomas, St. Maarten, Antigua, Barbados, and St Lucia. If you've never been on a cruise just imagine a floating 13-story, deluxe hotel with restaurants, pools, fitness center, disco, a theater with a balcony, a casino, shopping, and around the clock service.

Traveling always opens my eyes and reminds me of the abundance in this world – from man-made wonders like the Serenade of the Seas, to natural wonders like the Caribbean's clear waters and sandy white beaches. However I am usually most excited by the extraordinary people that I meet.

I met a wonderful group of people on this trip. I was most captivated though, by the people who worked for Royal Caribbean. It wasn't just their friendly yet professional demeanor, but it was the two words of love, heard on the lips of every one of the service staff. *"My Pleasure!"*

Whatever I requested, whenever I said "thank you," whenever I asked a question, I heard from the fabulously trained staff, "My pleasure!" I heard this all day, every day from room attendants, waiters and waitresses, servers – everybody. I got the feeling that the Serenade of the Seas staff really meant it. Originating from all around the world, the staff at Royal Caribbean is proud to wear the RC uniform, to represent their country, and to represent one of the outstanding cruise lines in the world. The days are long – very long, but this group was having fun and loved their jobs. I didn't come across a grumpy one in the bunch.

These words of love – "my pleasure" – have now been incorporated into my daily conversation. By the end of the cruise I was disappointed knowing that I wouldn't hear these words back in my home town in New York – not from the waiter at the local diner, not from the gas station attendant, not from anybody.

But, I'm on a mission.

