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The Art & Science of the Hotel Concierge

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Holly Stiel is a trailblazing service philosopher who innovated a method of training based on the practices and principles of the world-class concierge. Her clients include: Disney, Nordstrom, Aveda, American Express, Auberge Resorts, Singapore Airlines, Hilton and Hyatt hotels. In 1976, Stiel became the first female concierge in the country when she created the desk at the Grand Hyatt Union Square in San Francisco. Two years later she was the first American woman to be admitted to the exclusive Les Clefs d'Or Association for concierges. She is the author of four books including *The Art and Science Of The Hotel Concierge*, *Ultimate Service*, *The Complete Handbook to the World of the Concierge*, *Thank You Very Much A Book for Anyone Who Has Ever Said, May I Help you?* and *The Neon Signs of Service*.

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The new edition of this one-of-a-kind textbook (formerly entitled Ultimate Service) details every aspect of the profession of hotel concierge from the qualities and skills required to succeed, to ethical considerations, to restaurant and theater reservations to the latest in technology. Whether you re considering it as a career, already serving guests or managing a concierge team, you ll find the information and insights you ll need to excel in this challenging, but rewarding, field. This comprehensive reference is enhanced with illustrative true stories, immediately implementable tips and occupational hazards, collected from concierges and service experts from all over the world.

- Sales Rank: #899625 in Books
- Brand: Brand: Educational Institute
- Published on: 2013-04-06
- Original language: English
- Number of items: 1
- Dimensions: 8.90" h x .80" w x 6.90" l, 1.35 pounds
- Binding: Paperback
- 295 pages

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