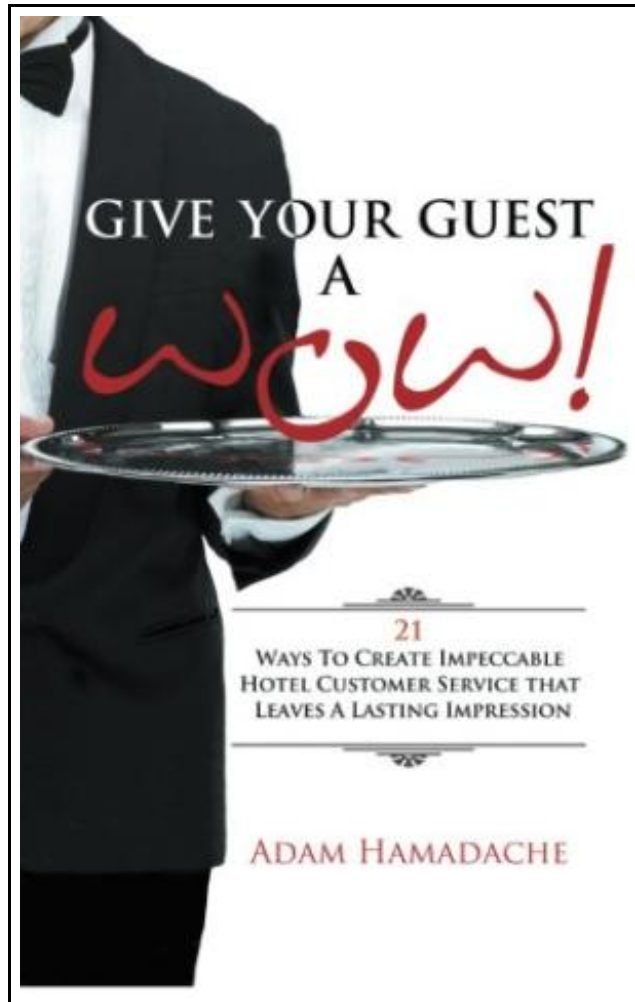


Give Your Guest a Wow! 21 Ways to Create Impeccable Hotel Customer Service That Leaves a Lasting Impression



Filesize: 6.09 MB

Reviews

It in one of the most popular ebook. It usually fails to price an excessive amount of. Its been printed in an extremely basic way in fact it is merely right after i finished reading through this book in which really altered me, change the way i believe.

(Sigrid Brown)

GIVE YOUR GUEST A WOW! 21 WAYS TO CREATE IMPECCABLE HOTEL CUSTOMER SERVICE THAT LEAVES A LASTING IMPRESSION

DOWNLOAD



Rethink Press Limited, United States, 2013. Paperback. Book Condition: New. 202 x 124 mm. Language: English . Brand New Book ***** Print on Demand *****.Imagine that every hotel guest you serve walked out the door and told just five people how amazing their experience was. To get it right, it's going to take so much more than good customer service. It'll be the little things that count, those WOW Moments that create an experience for the guest they haven't had anywhere else and are left feeling compelled to share with their nearest and dearest. Give Your Guest A WOW! presents 21 WOW Moments to help your hotel achieve the FOUR MORES : MORE repeat and referral bookings (coming to you direct). MORE positive reviews on Trip Advisor. MORE spend during the guests stay. MORE remarkable experience that is shared time and time again. Adam Hamadache will help you to add a WOW Moment to every stage of your guest's experience, ensuring that you and your guests sleep a little easier. Adam Hamadache is the founder of hotel training company The Wow Guest Group and PMPM Hotel Marketing. Since 2008 Adam has held contracts with over 600 hotels including the likes of Marriott, Best Western Hilton. A regular speaker at hotel industry events including The Hotel Summit, The Hospitality Exchange, as well as regular columnist of Hotel Owner Magazine, Adam shares his experience of wowing guests to create and leverage word of mouth marketing that drives more repeat and referral bookings, coming through directly to the hotel. This book gives a real insight into elevating the guest experience to new levels . will be of real benefit to those in the hotel industry! - Janice Gault, CEO, Northern Ireland Hotel Federation.



[Read Give Your Guest a Wow! 21 Ways to Create Impeccable Hotel Customer Service That Leaves a Lasting Impression Online](#)



[Download PDF Give Your Guest a Wow! 21 Ways to Create Impeccable Hotel Customer Service That Leaves a Lasting Impression](#)

Other Books



The Mystery of God s Evidence They Don t Want You to Know of

Createspace, United States, 2012. Paperback. Book Condition: New. 276 x 214 mm. Language: English . Brand New Book ***** Print on Demand *****.Save children s lives learn the discovery of God Can we discover God?...

[Save Document »](#)



See You Later Procrastinator: Get it Done

Free Spirit Publishing Inc.,U.S., United States, 2009. Paperback. Book Condition: New. 175 x 127 mm. Language: English . Brand New Book. Kids today are notorious for putting things off- it s easy for homework and chores...

[Save Document »](#)



Children s and Young Adult Literature Database -- Access Card

Pearson Education (US), United States, 2012. Online resource. Book Condition: New. 175 x 124 mm. Language: English . Brand New Book. Pearson s Children s and Young Adult Literature Database This searchable database of over...

[Save Document »](#)



The Turn of the Screw

Dover Publications Inc., United States, 2013. Paperback. Book Condition: New. Reprinted edition. 202 x 128 mm. Language: English . Brand New Book. For lucidity and compactness of style, James s short novels, or novelles, are...

[Save Document »](#)



Short Stories

Dover Publications Inc., United States, 1995. Paperback. Book Condition: New. 202 x 128 mm. Language: English . Brand New Book. In his stories and in such landmark novels as Sister Carrie and An American Tragedy,...

[Save Document »](#)