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The Heart Of Hospitality Great

"It's ironic, but many people and organizations in our industry fail because they lack knowledge and insight for how to provide true hospitality, how to truly care for the

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guest. That's why The Heart of Hospitality is so important: It steps in to fill this gap. And it fills it with knowledge from the very best: hospitality icons Isadore Sharp, founder and chairman of Four Seasons Hotels and Resorts; Herve Humler, president and COO of The Ritz-Carlton Hotel Company; Danny Meyer, president and ...

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guide to creating exceptional customer
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boomers, and more. Created by leading customer service expert and Forbes.com contributor Micah Solomon, it features top hospitality professionals including Herve Humler (Ritz-Carlton), Danny Meyer (Union Square Hospitality Group), Tom Colicchio (Top Chef, Craft) Isadore Sharp (Four Seasons), Patrick O'Connell (The Inn at Little ...

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depends on understanding the desires of

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millennial generation of travelers.

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intended to point others to God's family.

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Learn how to cultivate an attitude of hospitality and some practical ways you can open your home and heart to others.

The Heart of Hospitality | Revive Our Hearts Season

So of course, I ordered both books, and recently sat down to read through The Heart of Hospitality: Great Hotel and

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No matter what line of service you're in: hotel, restaurant, church, whatever...this book holds some gems and you should order it .

Top Ten Quotes: The Heart of Hospitality - Danny Franks

The Heart of Hospitality illustrates that

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ultimately it is the human connection that builds and sustains guest loyalty. This is an inspirational and useful book for anyone interested in customer satisfaction. Is there anyone who isn't?"
Patrick O'Connell, Chef/Proprietor, The Inn at Little Washington

The Heart of Hospitality: Great

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**Talking With: Micah Solomon,
Author of 'The Heart of ...**

In The Heart of Hospitality, Micah Solomon--one of the true thought leaders of the customer experience--has gathered unparalleled hospitality wisdom and distilled it in an incredibly readable and useful format. We were delighted to be part of this project and

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recommend it to any company or
individual looking to grow within our
industry."

**The Heart of Hospitality :
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...

In a customer-focused field like the
hospitality industry, it's essential to hire

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the right people: employees with the
necessary traits -empathy, warmth, and
conscientiousness, to name a few ...

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