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

By Adam Hamadache

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...

Reviews

Merely no words to describe. I have got study and i am confident that i am going to planning to go through yet again once again in the foreseeable future. You will like just how the writer compose this publication.

-- **Devante Schmitt**

Complete guideline! Its this sort of excellent read. I could comprehended every little thing out of this written e publication. Its been designed in an remarkably easy way and it is only right after i finished reading this publication by which really transformed me, affect the way i think.

-- **Prof. Shanie Schinner Sr.**