

REPEAT CUSTOMERS WANT

HOSPITALITY NOT SERVICE

If you want to win and retain customers
YOU MUST DELIVER MORE.
How can you go beyond what is expected
of you to deliver top notch hospitality?



BE TRULY EXCEPTIONAL

- When a guest walks into the lobby or opens the hotel room door, are they provided with a “WOW” experience that makes them feel special?
- It's vital you set yourself apart!



MAKE GUESTS FEEL SPECIAL

- Frequent travelers want accommodations to feel like a home away from home... but with an upgrade.
- It's essential you respond to their requests promptly.



KEEP THOROUGH RECORDS

- If Mr. Jones requests extra pillows or towels, keep track and have them ready before he asks on his next visit.
- Guests will be delighted at that attention to detail and confirms their decision about your hotel.



FIND THE RIGHT EMPLOYEES

- Every interaction your staff has with your guests presents a perfect hospitality to make an impression.
- If your guests know your staff cares about them, that's a major step to securing future business.

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Our hotel executive search firm can connect you with professionals nationwide ready to deliver an outstanding guest experience.

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