

HOLLY STIEL PROGRAM DESCRIPTIONS

The Art and Science of the Hotel Concierge

Holly provides workshops for companies, hotels, or associations interested in creating or enhancing their concierge services. Let the expert who wrote the textbook on the concierge profession, transform your business.

Topics include:

- Overview of the profession
- Les Clefs d'Or—the international association of concierge
- How the concierge serves the Guest as well as Team Members
- How to set up a concierge desk (where to place it, who to hire, hours of service, job description, etc.)
- Establish the FAQ's and learn to answer them well
- Instruction in recommending itineraries and giving directions
- The values of the professional concierge
- Creating service standards
- Design a vision for the concierge in your property
(how to organize both high tech and low tech solutions)
- The spirit of the concierge