

HOLLY STIEL BIO (*short*)

Holly Stiel is a trailblazing service philosopher who innovated a method of training based on the practices and principles of the world-class concierge. Her clients include: Disney, Nordstrom, AVEDA, American Express, VisaSignature card, Hilton and Hyatt hotels. In 1976, Stiel became the first female concierge in the country when she created the desk at the Grand Hyatt Union Square in San Francisco. Two years later she was the first American woman to be admitted to the exclusive Les Clefs d'Or Association for concierges. She is the author of three books including *Ultimate Service, The Complete Handbook to the World of the Concierge, Thank You Very Much – A Book for Anyone Who Has Ever Said, "May I Help you?"* and *The Neon Signs of Service*. With her team at StielMedia, Stiel has produced three award-winning instructional DVDs and custom-designs corporate training programs for your company.