

HOLLY STIEL PROGRAM DESCRIPTIONS

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The Neon Signs of Service

Learn to think like a world class concierge.

This is Holly Stiel's signature program. Holly distills her 17 years on the front line of a 700-room hotel into vivid, accessible points of service. This entertaining and interactive talk delivers the skills vital to any service provider. The Neon Signs of Service can be delivered to any size audience, from front line employees to top executives, in any type of business.

Neon Signs

- The Psychic Salary
- Stay in Touch with the Challenge
- Choose
- The Me Sign™
- Stay in Touch with the Challenge
- Deal With the Double D's
- It Isn't Personal
- Forgive
- Notice Name Choose
- Being Right is the Booby Prize
- Look for the Love
- Stretch and Breathe
- The Wings of No
- Apologize
- Keep Dancing
- Lights Camera Action
- Bring Your Sense of Humor to Work
- You're Not Going
- No Little Pieces of Paper
- Make No Assumptions
- Thank You Very Much

Plug in—and your service will become bright, constant, and attractive—just like a neon sign.