

## PRESS RELEASE

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For Immediate Release

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### **The Art and Science of the Hotel Concierge— Connecting Guests to Experiences Around the World**

In *The Art and Science of the Hotel Concierge*, Holly Stiel provides everything you want to know about excelling in this profession—and more. The new edition of this one-of-a-kind textbook (formerly entitled *Ultimate Service*) details every aspect of being a hotel concierge—from the most uniquely esoteric to the most intensely practical. Whether you're considering it as a career, managing a concierge team, or personally serving guests, you'll find the information and insights you'll need to take on this challenging, but rewarding, work. This valuable reference is enhanced with illustrative true stories, immediately implementable tips and occupational hazards.

Advised by her 17-year career behind the desk, subsequent consulting experience and conversations with concierges and service experts worldwide, Stiel reveals what goes on behind the scenes to create the magical experiences hotel guests have come to expect. This comprehensive text includes topics such as:

- The qualities you need to be successful and enjoy your role as a hotel concierge.
- Ways to develop positive relationships both inside and outside the hotel.
- Handling guest requests—from the routine to the outlandish—with skill and artistry.
- Using your creativity to solve problems.
- Turning complaints into compliments.
- Using today's technology to the fullest to organize the desk and serve guests with a personal touch.
- Staying calm under fire.
- The many benefits of involvement in Les Clefs d'Or and local associations.

The book contains information and inspiration in equal parts, as Stiel writes not only from the head, but also from her heart. In her words, “Concierges express their love for their cities and resorts and thereby create positive, lasting memories for their guests—all the while enjoying their day as they create a positive and enriching experience for themselves.”

## **About the Author**

In 1976, Holly Stiel became the first female concierge in the United States when she created the desk at the Grand Hyatt Union Square in San Francisco. Seventeen years later, she became a trailblazing service philosopher, innovating a method of training based on the practices and principles of the world-class concierge. As a consultant, she has worked with many well-known companies, including: Disney, Nordstrom, Aveda, American Express, VisaSignature card, Hilton and Hyatt hotels. She is the author of three previous 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*.