

TRANSFORMATIVE
&
UNREASONABLE

Hospitality

PERSONAL

VS

ENVIRONMENTAL

HOSPITALITY

VS

CUSTOMER SERVICE

TRANSFORMATIVE HOSPITALITY

- See Them and Not Their Issue
- Don't Assume the Need
- Be a Bridge Not a Sign Post
- Don't Rush Through People
- Stand In the Awkward



UNREASONABLE HOSPITALITY

- 🔑 95/5 Rule
- 🔑 Active Listening
- 🔑 Create Emotional Connections
- 🔑 Empower Your Teams



HOSPITALITY
YOU ARE THE KEY!

