

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!

