

# THE FIVE PILLARS OF HOSPITALITY EXCELLENCE

1



Warm Welcome/  
Fond Farewell

2



Authentically  
Engage Our Guests

3



Use Telephone  
Hospitality To Connect  
With Our Callers

4



"Know Your Product"  
And Volunteer Helpful  
Solutions

5



Welcome and Validate  
Guest Complaints



# Customer Service Guide For Hospitality

**E Durkheim**



## **Customer Service Guide For Hospitality:**

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