

Read Free Give Your Guest A  
Wow!: 21 Ways To Create

Impeccable Hotel Customer  
*Give Your Guest A Wow!:*  
Service That Leaves A Lasting  
Impression  
*21 Ways To Create*

*Impeccable Hotel Customer  
Service That Leaves A  
Lasting Impression*

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***Impeccable Hotel Customer  
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***Guests in church often decide  
whether to return or not before  
service even starts. It's crucial to  
create a welcoming environment  
for guests of your church--to  
ensure that their first impression  
is the best impression. Author  
Mark Waltz gives you practical***

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***strategies that have worked in  
his own church--that you can  
easily implement in yours. Learn  
how to make guests feel welcome  
the moment they pull in to your  
parking lot. Gain an  
understanding of the philosophy,  
strategy, and implementation of***

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***a ministry that focuses on  
welcoming guests. Get practical  
ideas that take your church  
"greeting" to a whole new level.  
Celebrity wedding planner and  
British TV `Wedding Doctor'  
Sarah Haywood's ultimate guide  
to planning the perfect day with***

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**style, Sophistication, and  
panache.**

**The Tapas Party, American Style  
By: Don L. Dickinson Tapas are a  
style of eating and a way of life  
in Spain—memorable small  
dishes, offered self-serve at the  
bar or on a restaurant menu.**

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***Tapas can be found from lunch all the way until bars close way after midnight. The Tapas Party, American Style is a collection of eclectic Tapas dishes that have just the right amount of American touch. If you love to travel and you love to entertain,***

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***you can give your guests the  
wow factor you are looking for  
with these delicious, unique  
recipes.***

***"Hilton Carter's love for plants is  
infectious... His lush and  
exuberant displays are inspiring  
reminders that plants can be so***

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***much more than neat little  
containers on a window  
sill." Grace Bonney, Founder and  
Editor-in-Chief, Design\*Sponge  
Take a tour through Hilton's own  
apartment and other lush spaces,  
filled with a huge array of  
thriving plants, and learn all you***



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***need to know to create your own  
urban jungle. As the owner of  
over 200 plants, Hilton feels  
strongly about the role of plants  
in one's home - not just for the  
beauty they add, but for health  
benefits as well: 'having plants in  
your home not only adds life, but***

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***changes the airflow throughout.  
It's also a key design element  
when styling your place. For me,  
it wasn't about just having  
greenery, but having the right  
variety of greenery. I like to see  
the different textures of foliage  
all grouped together. You take a***

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***fiddle leaf fig and sandwich it  
between a birds of paradise and  
a monstera and.... yes!' You will  
be armed with the know-how you  
need to care for your plants,  
where to place them, how to  
propagate, how to find the right  
pot, and much more, and most***

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*importantly, how to arrange  
them so that they look their best.*

*Combine sizes and leaf shapes to  
stunning effect, grow your own  
succulents from leaf cuttings,  
create your own air plant display,  
and more.*

*Slowing Down to Enjoy Food,*

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Expression  
**Each Other, and Jesus**  
**Achieving Excellence in the Guest**  
**Experience**

**Ready or Not, You Are the Leader**  
**Insider's Advice on Turning your**  
**Talent into a Career**

**How to Wow**

**Investing in International Real**

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**Estate For Dummies**  
**Improve Hotel Guest Satisfaction**  
**And Increase Retention: Success**  
**Hotel Customer Service**

WOW! Your Guests teaches ministry leaders how to serve in excellence and provide great customer service.

Collects healthy and beneficial recipes

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for a Mediterranean-style diet.

Are You an Ostrich or a Llama?

Written by one of the world's most published authors in the field of hospitality, this book represents a radical departure from traditional texts in the industry. Targeted at hotel management, this book is intended to

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serve as a platform for discussion on current issues relating to the performance of hotels and resorts.

Through a combination of real life examples and an examination of current challenges facing the hotel industry, the book comprises approximately one hundred individual



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segments each dedicated to a single thought or concept. These stand alone articles are then combined into ten chapters, each dedicated to a specific topic. The book has been written so that hoteliers of any level, from apprentice to seasoned general manager will be able to gain value

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from the contents. While the bulk of articles deal with marketing aspects, many of the items relate to core operational issues. A theme common throughout is to recognize the importance of guest service as it relates to the industry. For those who are not involved in the hotel industry,

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but have careers that involve customer service, the practical hints provided throughout the text, serve as excellent training pointers. So, why the title? Ostriches are classically known as avoiding conflict by putting their head in the sand. While probably not true, the stigma remains, and those who are

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considered an ostrich, are living in the past. Llamas, on the other hand, are considered utilitarian, hardworking and reliable. This is what you want to strive for. By reading this book, and digesting the contents, the hope is to move from ostrich to llama.

Read The Whole Series! Hotel Llama

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Impeccable Hotel Customer Service That Leaves A Lasting Impression is the third anthology book in Larry Mogelonsky's series following Are You an Ostrich or a Llama? (2012) and Llamas Rule (2013). Together, they give a detailed picture of the present hotel business landscape, outlining how to best navigate new technological issues shaping our

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industry in addition to the need for a perpetual commitment to exceptional service. All three books draw from Larry's extensive experience in the field as well as the prudence of other senior managers and corporate executives active in the hospitality industry. Offering creative and

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effective solutions to today's problems, this collection will give you the tools you need to thrive in the modern hotel world. The Llama Digital Educational Program In tandem with the publishing of this book, Larry Mogelonsky has created an online educational program for hoteliers to sharpen their skill sets.

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Entitled Llama Digital, this interactive web portal allows executives, managers, staff members and hospitality students to access all the articles from the three books in the series. Attached to each article are several complex questions designed to give a more detailed analysis of the



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issues through the form of written responses so that hoteliers will improve their writing proficiency in addition to honing their managerial skills. To learn more about the Llama Digital educational program and how it can enhance your skillset in the hospitality field, go to

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[www.Imadigital.ca](http://www.Imadigital.ca). Why You Need  
This Book The hotel world is evolving.  
The proliferation of new mobile  
technologies, online travel agencies,  
social media and third-party review  
websites represent four great  
disruptors for any hotelier's business.  
And these are just the tip of the

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iceberg. Customer behavior is changing too rapidly for traditional hospitality marketing and operations textbooks to keep up. The modern traveler is highly intelligent and incredibly discerning when it comes to hotel purchases. In order to understand this consumer revolution,

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you must arm yourself with the latest resources. Enter Hotel Llama, the third book in the series written to give hoteliers the best tools in their arsenal to prosper in these changing times. This is not an introductory textbook on the hospitality industry, but rather a compilation of selected topics that

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highlight both modern success stories as well as the blunders to avoid. This book will strengthen your management skills by explaining many of the sales, marketing, branding, technological and psychological principles at work behind such contemporary facets of hotel operations as proper website

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design, channel distribution and emerging technology applications in addition to the more traditional aspects like onsite amenities, guestroom features, F&B, housekeeping and the front desk. Above all, it is stressed that the success of a property - even with all that has changed in recent years -

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nonetheless depends on the  
relationship a hotel fosters with its  
guests. This is the hotelier's guidebook  
that recognizes future developments  
while celebrating the past.

Come to the Family Table  
Educational Strategies for the Next  
Generation Leaders in Hotel

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Management  
Service That Leaves A Lasting  
Ways To Improve Guest Experience  
And Customer Service  
Tips To Improve Service Quality At  
Your Hotel  
Party  
Hotel Llama  
A Cowboy Christmas



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**WOW Your VIP Guests And  
Boost Your Business Whether you  
run a casino, resort, club, hotel,  
restaurant or conference centre, it  
has never been harder to compete  
for your guests' dollar. How can  
your business cater to all of its**

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**highest-paying guests if they are  
from different generations and  
cultures, each with their own  
languages and high expectations?  
The VIP Principle is your answer.  
Inside, you will learn the best  
strategies that business veterans**

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**Michelle Pascoe and David  
Staughton have collected over a  
combined 50 years to help you  
continuously improve your guest  
experience. Inside, you will  
discover easy-to-implement ways  
to:**

- **Measure guest satisfaction to**

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**find your strengths and  
weaknesses • Gather competitor  
intelligence • Create a workplace  
of high-quality values and ethics •  
Develop team-oriented leaders  
that impress your guests • Satisfy  
current VIP guests and identify**

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**future ones • Prioritise  
improvements based on your  
guests' needs • Use entertainment,  
dining and décor to fill your venue  
all year long The VIP Principle is  
a sure bet to keep your best guests  
coming back—and bringing their**

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Impeccable Hotel Customer  
**friends.**  
Service That Leaves A Lasting  
Impression

**In our busy world, family time  
around the dinner table is easily  
displaced by other things. Ted and  
Amy Cunningham call parents to  
a slower way of living that allows  
them to intentionally build into**

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**their family's relational and  
spiritual fabric and into the  
community around them. No more  
rushing to the table for a quick  
bite so we can get back to our  
other activities. Prioritizing  
mealtimes slows us down long**

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**enough to enjoy our food, each  
other, and Jesus. Inspired by the  
slow food movement, Come to the  
Family Table seeks to encourage  
families with intentional  
strategies to engage one another  
and create the table as a space for**



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**practical ministry to their  
community.**  
Service That Leaves A Lasting  
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**An A-Z of party planning with  
humorous anecdotes. The book  
includes contributions from over  
20 celebrities on their parties,  
including Jasper Conran, Jerry**

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**Hall and Nigel Havers.**

**As the hospitality industry  
continues to grow, managers and  
educators are faced with the task  
of preparing future hospitality  
professionals for a rewarding but  
challenging career. Due to the**

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**impact of an ever-changing  
economy on the industry as a  
whole, the education of hotel  
managers and professionals has  
become an increasingly important  
area of study. Educational  
Strategies for the Next Generation**

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**Leaders in Hotel Management  
combines practical experience  
with the effective pedagogical  
approaches being implemented in  
higher learning institutions and  
hospitality programs  
internationally. Highlighting key**

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**issues surrounding the current  
and future scope of hotel  
management and the skills and  
knowledge necessary for career  
success in the hospitality industry,  
this publication is an essential  
reference source for hospitality**

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**managers, educators, and students  
interested in the future of the  
industry and the best practices for  
hospitality education. This  
publication features timely,  
research-based chapters and  
analysis relevant to topics in the**

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**hospitality industry including, but  
not limited to, craft-based  
learning, e-learning, higher  
education, hospitality  
management, human resources,  
opening delays, professional  
development, six sigma, women in**

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**global leadership, and work  
integrated learning.**  
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**Grow your own cut flowers all  
year round**

**The Everything Guide to Starting  
and Running a Catering Business**

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**Into Thin Air**

**How to feed your family, wow  
your guests and master the**

**perfect red lip!**

**It's a Chick Thing**

**Winning Hospitality Strategies to  
Change the Culture of Your**

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## **Church**

Hotels face rapidly changing guest behaviors, preferences, and expectations. Properties that can deliver a memorable experience through unique amenities, personal touches, and stellar customer service

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will be rewarded with repeat business, word-of-mouth referrals, and positive reviews on social media. If you're

looking for ways to improve hotel guest satisfaction at your property, consider these eight proven Wow strategies.

Imagine that every hotel guest you

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serve walked out the door and told just  
five people how amazing their  
experdirectlywas... To get it right, it's  
going to take so much more than good  
customer service. It'll be the 'little  
things that count, those WOW  
Moments that create an experience for

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the guest they haven't had anywhere else and are left feeling compelled to share with their nearest and dearest.

Give Your Guest A WOW! presents 21 WOW Moments to help your hotel achieve the 'FOUR MORES': MORE repeat and referral bookings (coming to

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you direct). MORE positive reviews on  
Trip Advisor. MORE spend during the  
guests' stay. A MORE remarkable  
experience that is shared time and time  
again.

Love to Bake is The Great British  
Baking Show's best collection yet -

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recipes to remind us that baking is the ultimate expression of thanks, togetherness, celebration and love. Pop

round to a friend's with tea and sympathy in the form of Chai Crackle Cookies; have fun making Paul's Rainbow-coloured Bagels with your

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family; snuggle up and take comfort in Sticky Pear & Cinnamon Buns or a Pandowdy Swamp Pie; or liven up a charity cake sale with Mini Lemon & Pistachio Battenbergs or Prue's stunning Raspberry & Salted Caramel Eclairs. Impressive occasion cakes and



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stunning bakes for gatherings are not forgotten - from a novelty frog birthday cake for a children's party, through a towering croquembouche to wow your guests at the end of dinner, to a gorgeous, but easy-to-make wedding cake that's worthy of any once-in-a-

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lifetime celebration. Throughout the book, judges' recipes from Paul and Prue will hone your skills, while lifelong favourites from the 2020 bakers offer insight into the journeys that brought the contestants to the tent and the reasons why they - like you - love to

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bake.

Do you enjoy cooking for others? Is your buffet table a work of art? Are your parties the best in the neighborhood? Then catering may be a great career for you! It's all here-from getting licenses and choosing the

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perfect name to developing menus and getting the word out. Seasoned food expert and caterer Joyce Weinberg covers all aspects of the catering business and shares her secrets to success with you, including how to: Choose a specialty-fancy fundraisers,

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company and family picnics, or  
romantic weddings; Learn the ropes  
before you start your business; Create a  
marketing plan that gets your company  
noticed by all the right people; Find  
clients and generate repeat customers.  
The Everything Guide to Starting and

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Running a Catering Business is all you  
need to make your passion your  
profession!

Making Radio and Podcasts is a  
practical guide for anyone who wants  
to learn how to make successful  
programmes in the digital era. It

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examines the key roles in audio and podcasting: announcing, presenting, research, copywriting, producing, marketing and promotions. It also outlines what is involved in creating different types of programmes: news and current affairs, music, talkback,

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comedy and features, podcasts, as well as legal and regulatory constraints.

With contributions from industry experts, the fully updated fourth edition is global in focus and reflects the impact of podcasts and digital radio, including multi-platform delivery,



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listener databases, social media and online marketing. It also examines how radio stations have reinvented their business models to accommodate the rapid changes in communications and listener expectations. This is the ideal text for undergraduate and

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postgraduate students taking courses on radio, audio and podcasting, media production and digital media, with broader appeal to professionals and practitioners in the audio industries.

## Hotel Marketing Strategies to Significantly Reduce Dependency on

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the Otas  
The Great British Baking Show: Love  
to Bake  
The People-Magnet Church  
The Knot Complete Guide to  
Weddings  
Pretty much everything you need to

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know on how to find, buy, run, and sell  
the inn of your dreams.

Mediterranean Diet Cookbook For  
Dummies

Planning A Wedding For Dummies

*"This isn't like anything I have read  
before. Kudos to the author for*

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*thinking outside of the box. Highly  
recommend." Radd Reader -*

*Goodreads "I LOVED this story! So  
well written and very different to say  
the least." B. C. Booklover -*

*Goodreads We say our love is  
infinite, but everything changes*

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*when reality comes crashing down.*  
*Ellie How did I go from being happily alone in a luxury hotel, to falling in love with Sam, the presumptuous guy next door, to watching him disappear from my life like he never existed? My heart*

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*and soul ache for him every minute of every day until he shows up at my legal firm. But he isn't the Sam I still love and crave. Especially when I see the wicked witch attached to his hip. The worst client of my legal career. This adds fuel to*

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*the fire and shatters my heart once again. Sam How did I go from losing my soccer career, to promising my heart to the fiery redhead who resists my dazzling charm, to losing her in a matter of seconds? Now that Ellie's gone,*



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*I'm not the same man I was before  
I met her. My friends, family, and  
coach start to see it and question  
my every move. One day, I walk*

*through a set of glass doors, and  
Ellie and I come face to face. But  
she doesn't greet me with the open*

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*arms I miss and long for. It's as if she doesn't recognize me at all.*

*Was everything between us a lie? Or did I imagine the whole thing? Provides checklists and advice on planning a wedding, discussing such topics as reserving facilities,*

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*selecting vendors, and arranging  
the wedding ceremony.*

*Through photos, interviews, 15 how-  
tos, and 75 recipes, this book offers  
a guide to creating your own  
Cowboy Christmas and a  
celebration of the style, traditions,*

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*food, and family celebrations  
unique to the lifestyles of American  
cowboys. Featuring ranch families,  
rodeo cowboys, and communities  
with western-style Christmas  
celebrations, this book will highlight  
the things that make a Cowboy*

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*Christmas special. Each chapter  
will feature traditions, recipes,  
decorations, and stories from the  
interviewees.*

*96% OF BOOKINGS COMING TO  
YOU DIRECT - That's the figure  
that Adam Hamadache has helped*

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*to achieve at The Cranleigh  
Boutique - where he is the  
Associate Director. For over seven  
years Adam has worked to find the  
strategies, tools and techniques to  
drive more direct, zero-commission  
business to The Cranleigh Boutique*

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and the dozens of hotels he works  
with around Europe within his hotel  
marketing agency Wow Guest  
Hotel Marketing. More Direct  
Bookings is the follow up book to  
the Amazon No.1 Best- Seller Give  
Your Guest A WOW! in which he

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Impression*

*shares a practical, step-by- step  
approach to the proven marketing  
methods used to successfully drive  
more direct bookings, and become  
less dependent on the OTAs.*

*First Impressions*

*Western Celebrations, Recipes,*



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*and Traditions*  
*Improve Hotel Guest Satisfaction*  
*And Increase Retention*  
*Castle Reef*  
*Thrown In*  
*Confidence in the Kitchen*  
*Proven Strategies for Selling Your*

# Read Free Give Your Guest A Wow!: 21 Ways To Create

*[Brilliant] Self in Any Situation*

Television presenter, writer and social media sensation Emmylou MacCarthy is famous for giving women the confidence to do and try new things. And in her hotly-anticipated debut cookbook, you

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Wow!: 21 Ways To Create  
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Service That Leaves A Lasting  
Impression

will learn how easy it is to  
create delicious weeknight  
dinners and wow guests with  
confidence. The book combines  
her trademark attitude to  
making cooking and fashion  
easy with her most-requested

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Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression

recipes, and tips and tricks that will truly change your life. With chapters such as Weeknight Favourites, Entertaining and Salads, as well as Desserts and Cakes, Confidence in the Kitchen celebrates Emmylou's

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love for simple, impressive food  
to share with those you love.

Confidence in the Kitchen marks  
the arrival of an exciting and  
exuberant new voice in  
Australian lifestyle publishing  
and captures perfectly the

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Impression

essence of Emmylou's message:  
live life with confidence,  
because confidence is  
contagious. This is a specially  
formatted fixed-layout ebook  
that retains the look and feel of  
the print book.

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Imagine that every hotel guest you serve walked out the door and told just five people how amazing their experience was... To get it right, it's going to take so much more than good customer service. It'll be the

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'little things' that count, those  
WOW Moments that create an  
experience for the guest they  
haven't had anywhere else and  
are left feeling compelled to  
share with their nearest and  
dearest. Give Your Guest A



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Impression

WOW! presents 21 WOW  
Moments to help your hotel  
achieve the 'FOUR MORES':  
MORE repeat and referral  
bookings (coming to you  
direct). MORE positive reviews  
on Trip Advisor. MORE spend

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during the guests' stay. MORE  
remarkable experience that is  
shared time and time again.

Adam Hamadache will help you  
to add a WOW Moment to every  
stage of your guest's  
experience, ensuring that you

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Service That Leaves A Lasting  
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and your guests sleep a little  
easier. Adam Hamadache is the  
founder of hotel training  
company The Wow Guest Group  
and PMPM Hotel Marketing.  
Since 2008 Adam has held  
contracts with over 600 hotels

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including the likes of Marriott,  
Best Western & Hilton. A  
regular speaker at hotel  
industry events including The  
Hotel Summit, The Hospitality  
Exchange, as well as regular  
columnist of Hotel Owner

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Magazine, Adam shares his experience of wowing guests to create and leverage word of mouth marketing that drives more repeat and referral bookings, coming through directly to the hotel. "This book

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Service That Leaves A Lasting  
Impression  
gives a real insight into  
elevating the guest experience  
to new levels ... will be of real  
benefit to those in the hotel  
industry!" - Janice Gault, CEO,  
Northern Ireland Hotel  
Federation

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Raise the bar in the area of  
guest services in your ministry.  
Establish your own ways of

wowing guests. You will find  
new and better ways of making  
others feel welcome.

Give Your Guest a Wow! 21

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Ways to Create Impeccable  
Hotel Customer Service That  
Leaves a Lasting  
Impression Rethink Press  
Limited  
Give Your Guest A Wow  
Thing Leaves A Lasting



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Impeccable Hotel Customer  
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Impression  
The Cut Flower Patch  
Wild at Home  
How to style and care for  
beautiful plants  
The Tapas Party, American  
Style

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Impression

The Complete Idiot's Guide to  
5-Minute Appetizers  
Presents more than 330 recipes  
for hors d'oeuvres, finger foods,  
and snacks, including cognac  
cream shrimp, quick lamb spread  
with feta and garlic, and toasted

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Impeccable Hotel Customer  
grilled pita with parmesan.

Service That Leaves A Lasting  
Impression  
“The invaluable advice in How to  
Wow guarantees your success in  
any meeting situation, from the  
boardroom to the breakfast  
table.” –Keith Ferrazzi, author  
of Never Eat Alone In today's

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Service That Leaves A Lasting  
Impression

fast-paced world, where an elevator ride with your CEO can turn into an impromptu meeting, your lunch date can become a job interview, and your conversation at a cocktail party may be a preamble to a potential

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business merger, knowing how  
to market yourself in any

situation is vital. Corporate coach  
Frances Cole Jones has helped  
numerous CEOs, celebrities, and  
public personalities present their  
best selves on camera and

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Impeccable Hotel Customer  
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Impression

onstage, in boardrooms and in person; now in her new book, *How to Wow*, she shares her strategies for making your mark in business and in life. Every encounter, Jones believes, provides you with an opportunity

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Service That Leaves A Lasting  
Impression

to positively influence  
colleagues, employers,  
neighbors—even competitors. Not  
only your words, but your tone of  
voice and your body language  
speak volumes. The question,  
however, is: Are they working

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together to say what you want  
them to, as effectively as  
possible? Inside, you'll learn  
how to • leave a lasting  
impression with a simple  
introduction • effectively employ  
the twelve most persuasive



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words in the English language  
and command the stage,  
boardroom, or lunch table • read  
nonverbal responses  
accurately—and shift negative  
ones immediately • motivate  
your team under deadline •

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interview fearlessly and  
flawlessly • write the perfect  
pitch, résumé, cover letter, or e-  
mail • deliver speeches that  
bring people to their feet •  
transform a PowerPoint  
presentation into a powerful

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Service That Leaves A Lasting  
Impression

success With easy-to-follow  
advice, amusing anecdotes, and  
immediately employable hints,  
Jones's guidelines can keep you  
cool (even in hot water). From  
asking the right questions to  
giving the right answers, How to

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Wow will provide you with the confidence to be calm and commanding in all you do and to wow anyone anywhere anytime. From the Hardcover edition.

An always insightful, often sarcastic, often hilarious, guide

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Service That Leaves A Lasting  
Impression

into the often enjoyable, often  
challenging, often rewarding  
trials and tribulations of  
innkeeping. If you're an  
innkeeper, if you've ever thought  
about becoming an innkeeper, if  
you've ever stayed at a bed and

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breakfast, or if you've ever  
thought about staying at a bed  
and breakfast you must read this  
book.

Make extra money—and your  
guests extra happy—with Airbnb!  
You've got that spare tower,

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Service That Leaves A Lasting  
Impression

mansion, apartment, couch, or  
perhaps even treehouse  
(really—there are more than  
2,400 treehouses listed on  
Airbnb). You're a polite, clean,  
and tolerant host. And you want  
to make some money.

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Impeccable Hotel Customer  
Service That Leaves A Lasting  
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Congratulations, you're fully qualified to become part of the Airbnb revolution! Whether you're looking to break into the business, or have already started and are researching ways of making your guests feel even



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Impression  
more pampered as you grow  
your reputation and income,  
Airbnb for Dummies is the  
perfect venue for you. And this  
applies whether you currently  
own property or not! Sit back in  
your lounge recliner and let the

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owners and founders of  
Learnairbnb.com show you the  
ins and outs of the short-term  
rental boom that connects hosts  
with travelers looking for more  
economical and personal travel  
experiences across the world.

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Service That Leaves A Lasting  
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Sip a refreshing drink as you learn how to manage the day-to-day—from maintaining listings to keeping things clean for your guests—and how to maximize and increase your profits. Make an attractive listing Perfect your

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Impeccable Hotel Customer  
pricing Profit without a property  
Service That Leaves A Lasting  
Create amazing guest  
Impression

experiences So, get hold of a  
copy, read it in your favorite spot,  
and watch as the money and  
excited guests beat a path to  
your door!

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Impeccable Hotel Customer  
Service That Leaves A Lasting  
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Are You an Ostrich Or a Llama?  
A Practical Guide to Working in  
Today's Radio and Audio  
Industries  
Making Radio and Podcasts  
Creating Wow Experiences in  
Your Church

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Impeccable Hotel Customer  
More Direct Bookings  
Service That Leaves A Lasting  
Wedding Bible  
Impression  
Thing Leaves A Lasting  
Impression: Success Hotel  
Customer Service Guide  
Aspiring international real estate  
investors—expand your portfolio today!

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Impeccable Hotel Customer  
Service That Leaves A Lasting

Impression

The real estate world can be a particularly difficult place to do business, and this book helps aspiring international investors of all skill levels avoid some of the pitfalls first-timers often make. Expert author Nicholas Wallwork opens your eyes to how accessible international real estate can

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Service That Leaves A Lasting  
Impression

be and provides an excellent introduction to some of the main strategies and nuances when investing at home or away. Investing in International Real Estate For Dummies covers expert strategies for investing in international real estate, going beyond the more obvious tactics like



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Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression

buy-to-lease and flipping houses. It gives you a solid roadmap for successful property investing that

actually works in any market. It lays out checklists of tasks and offers step-by-step guidance and advice based on over a decade of in-the-trenches experience working in the international

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real estate investment sector. Learn previously unseen expert strategies Find out how to choose which countries to invest in Easily navigate your way around lease options Build an in-country network of reliable contacts Manage your new assets with ease How to build the mindset of a top

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real estate investor Looking to start or  
expand your international real estate  
portfolio? Everything you need is at  
your fingertips!

Cindi Brown dropped out of corporate  
America, sold her possessions and  
began a heartbreaking and  
exhilarating adventure of volunteering

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Service That Leaves A Lasting  
Impression

in Africa as marketing adviser to TICH,  
a college in Kisumu, Kenya, on Lake  
Victoria's shore. The reader will  
experience daily life in Kisumu as well  
as travel to the coast on the railroad  
built by British colonizers. Travel, also,  
to Ethiopia and learn about landmines  
that kill and maim. Take a road trip to

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Impression

the Congo as the author drives solo through Rwanda. The author, new to international development, learns as she goes, attempting to assimilate into a culture where she can never blend in. She learns about poverty's effects on people, sees how illness is often a death sentence for those living in

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poverty, and explores the effectiveness of aid in making a real difference in the lives of Africans. The author's philosophy evolves as she meets people who have various motives for talking to, or befriending, her. She must consider her personal safety as crime escalates throughout

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Kenya, a byproduct of the uneven distribution of resources. As she works with her colleagues, learning about community research and health issues, she struggles to connect all the pieces; people in extreme need, a college dedicated to lifting Kenya out of poverty, middle class colleagues

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Impression

who are doing well but are locked  
within this system of limited  
opportunities for everyone, a  
government that's disconnected from  
the true needs of its citizenry, aid  
organizations of all types working  
towards different ends and often at  
cross-purposes, westerners who prey



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Impeccable Hotel Customer  
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Impression

sexually on the poor and vulnerable, the powerless position of many women in society, and the promise of children who lack proper stimulation through education. And yet, with all the negatives, the author, and ultimately the reader, is amazed at the hope found in the people.

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Service That Leaves A Lasting  
Impression

The authors of *It's a Chick Thing* return, this time taking an in-depth look at what it means to have a personal style in the home, with tips on decorating, food preparation, and throwing the best possible parties. Original.

On the heels of a family tragedy, Julie

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Impression

Kerrig, a beautiful young woman recently promoted within the law enforcement community, begins to follow in her late father's footsteps. With a broken heart, she attempts to suppress her love for God and her ex-fiancé, Trent Green, but slowly uncovers the fact that things aren't

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Impression

always what they seem. As a series of strange and horrific events unfold in Castle Reef, Julie finds herself amidst a battle with an unknown force that threatens to destroy all who would stand in its way. She realizes that she will have to rely on her foundation of faith, the man she still loves dearly, as

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well as her close friends, to save the coastal town and perhaps even the world." Castle Reef combines elements of mystery, suspense, love, and faith to create a story that keeps you on your toes and wanting to read more!" Emily Berning Let Them Live "...Enjoy true love, friendship and

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Impression  
community lived out by the characters.  
But be prepared to be terrified as evil  
lurks under the waters of this cozy little  
town. You will not want to put it down."

Paul Lee Fellowship of Christian  
Peace Officers-USA

Managing Hospitality Organizations

101 Ways to Make a Meaningful First

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Why on earth would anyone want to  
be an innkeeper?

Create Impeccable Hotel Customer  
Service

WOW! Your Guests

The VIP Principle

The Ultimate Source of Ideas, Advice

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Wow!: 21 Ways To Create  
Impeccable Hotel Customer  
& Relief for the Bride & Groom &  
Those who Love Them  
Service That Leaves A Lasting  
Impression

*An inspiring guide to  
transforming a small patch  
of ground, be it on an  
allotment or in a garden,  
into a cut flower patch*



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Impression

*which produces flowers  
from early spring to late  
autumn. Louise Curley  
looks at what makes a  
great cut flower, ideal  
conditions and soil and  
the tools you'll need.*

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Impression

*There is advice on what to  
grow - from favourite  
hardy annuals, half  
hardies and biennials to  
spring and summer bulbs to  
adding foliage and fillers  
to balance arrangements -*

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*Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression*

*and advice on how and when  
to sow, how to support  
your plants and tips on  
weeding, deadheading,  
pests and feeding. Growing  
your own means greater  
choice, working with the*

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Impression*  
*seasons and super fresh  
flowers. Bought flowers  
can be expensive and the*

*international flower trade  
often means dangerous  
chemicals, poor working  
conditions for growers,*

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Impression

*demands on water resources  
and the 'flower miles' of  
worldwide airfreight. This  
book will help you get the  
most from your patch with  
guidance on how to cut the  
flowers so that they keep*

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producing more blooms and  
how to look after them  
once they have been  
picked. The Cut Flower  
Patch is completed by a  
selection of flower  
arranging tips and sample

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*arrangements as well as  
tips on finding great  
containers, planting plans  
and a helpful year planner*

*The Cut Flower Patch won  
the 'Best Practical Book'  
at the Garden Media Guild*

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Awards, 2014 Jason Ingram  
won Photographer of the  
Year at the Garden Media  
Guild Awards, 2014

“Mark Bowser tells a very  
effective story on what  
leadership is and how you



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*can achieve it. It is  
never too late to get  
better. This book will  
help you do just that.”*

*—Lee Cockerell (Retired  
and Inspired), Executive  
Vice President, Walt*

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*Disney World Andrew found himself in an almost impossible situation.*

*Promoted because of the passing of his beloved uncle and mourning his loss, Andrew felt the*

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Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression

*weight of the entire  
company falling squarely  
on his shoulders.*

*Moreover, he felt ill-  
equipped and highly  
incompetent to fill the  
shoes of such a great*

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*Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression*

*leader. In this inspiring  
business fable, Mark  
Bowser introduces you to*

*characters that are as  
real as the people you eat  
breakfast with. As you  
open up Thrown In, you'll*

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Service That Leaves A Lasting  
Impression

*get a front-row seat as  
Andrew Steele struggles to  
lift up a business that is  
stagnating into  
mediocrity. At a loss as  
to his next step, Andrew  
meets a mysterious*

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*Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression*  
*stranger who changes his  
outlook on his business  
and his life. This*

*stranger turned mentor,  
Digger Jones, teaches  
Andrew how to be the  
leader he was always meant*

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Wow!: 21 Ways To Create  
Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression

*to be, filling the  
enormous shoes of his  
beloved uncle and turning  
a failing business into a  
success. Thrown In will  
teach you leadership  
principles that stand the*

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*Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression*

*test of time and increase  
your influence and  
productivity. Get ready to*

*learn and be entertained!  
Hotels face rapidly  
changing guest behaviors,  
preferences, and*



# Read Free Give Your Guest A Wow!: 21 Ways To Create Impeccable Hotel Customer Service That Leaves A Lasting Impression

*expectations. Properties  
that can deliver a  
memorable experience  
through unique amenities,  
personal touches, and  
stellar customer service  
will be rewarded with*

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Service That Leaves A Lasting  
Impression

*repeat business, word-of-  
mouth referrals, and  
positive reviews on social*

*media. If you're looking  
for ways to improve hotel  
guest satisfaction at your  
property, consider these*

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Service That Leaves A Lasting  
Impression

*eight provenWowstrategies.  
Imagine that every hotel  
guest you serve walked out  
the door and told just  
five people how amazing  
their experdirectlywas...  
To get it right, it's*

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Service That Leaves A Lasting  
Impression

going to take so much more  
than good customer  
service. It'll be the

'little things that count,  
those WOW Moments that  
create an experience for  
the guest they haven't had

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Impression  
anywhere else and are left  
feeling compelled to share  
with their nearest and  
dearest. Give Your Guest A  
WOW! presents 21 WOW  
Moments to help your hotel  
achieve the 'FOUR MORES'

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*MORE repeat and referral  
bookings (coming to you  
direct). MORE positive*

*reviews on Trip Advisor.*

*MORE spend during the*

*guests' stay. A MORE*

*remarkable experience that*

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Service That Leaves A Lasting  
Impression

*is shared time and time  
again.*

*Let Dummies be your  
wedding planner and get  
hitched without a hitch  
Planning A Wedding For  
Dummies covers everything*

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*Impeccable Hotel Customer  
Service That Leaves A Lasting  
Impression*

*you need to know to pull  
off the perfect  
celebration on your big  
day. This book even makes  
it fun! We take the stress  
out of wedding planning,  
simplifying the whole*



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Service That Leaves A Lasting  
Impression*  
process and giving you the  
tools you need to plan and  
execute a memorable day.

*Send out those save-the-  
dates, manage any crisis  
that might arise on the  
day of, and everything in*

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Service That Leaves A Lasting  
Impression*

*between. Dummies has your  
back. This friendly For  
Dummies book is your guide  
on the exciting journey of  
planning all the events  
leading up to the wedding,  
as well as post-wedding*

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*activities. Planning A  
Wedding For Dummies  
includes tips and  
checklists to keep you  
organized, whether you'll  
have 10 guests or 1,000  
guests. Break down the*

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wedding planning process  
into simple steps, so you  
can stay on track Laugh  
along as you read stories  
about real-life couples  
who have gone before you  
and gain insight into

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wedding day outcomes and  
scenarios Keep everything  
in perspective to keep  
your wedding stress-free  
Find worksheets and  
checklists to help you  
through budgeting and

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*With this perfect  
guide, you can plan a  
perfect wedding—and say “I*

*do” on the best day of  
your life!*

*How to Wow Your Church  
Guests*

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**Managing Hospitality**



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Organizations: Achieving  
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Experience takes students on a  
journey through the evolving  
service industry. Each chapter  
focuses on a core principle of  
hospitality management and is

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packed with practical advice, examples, and cases from some of the best companies in the service sector. Students will learn invaluable skills for managing the guest experience in today's ultracompetitive environment. The

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