# HOSPITALITY CULTURE

The key to make your guests ambassadors of your destination

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@amelungandpartners

Where it began…

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# What we do

Consulting

Customer Experience Concepts

Coaching & Training

Mystery Guest

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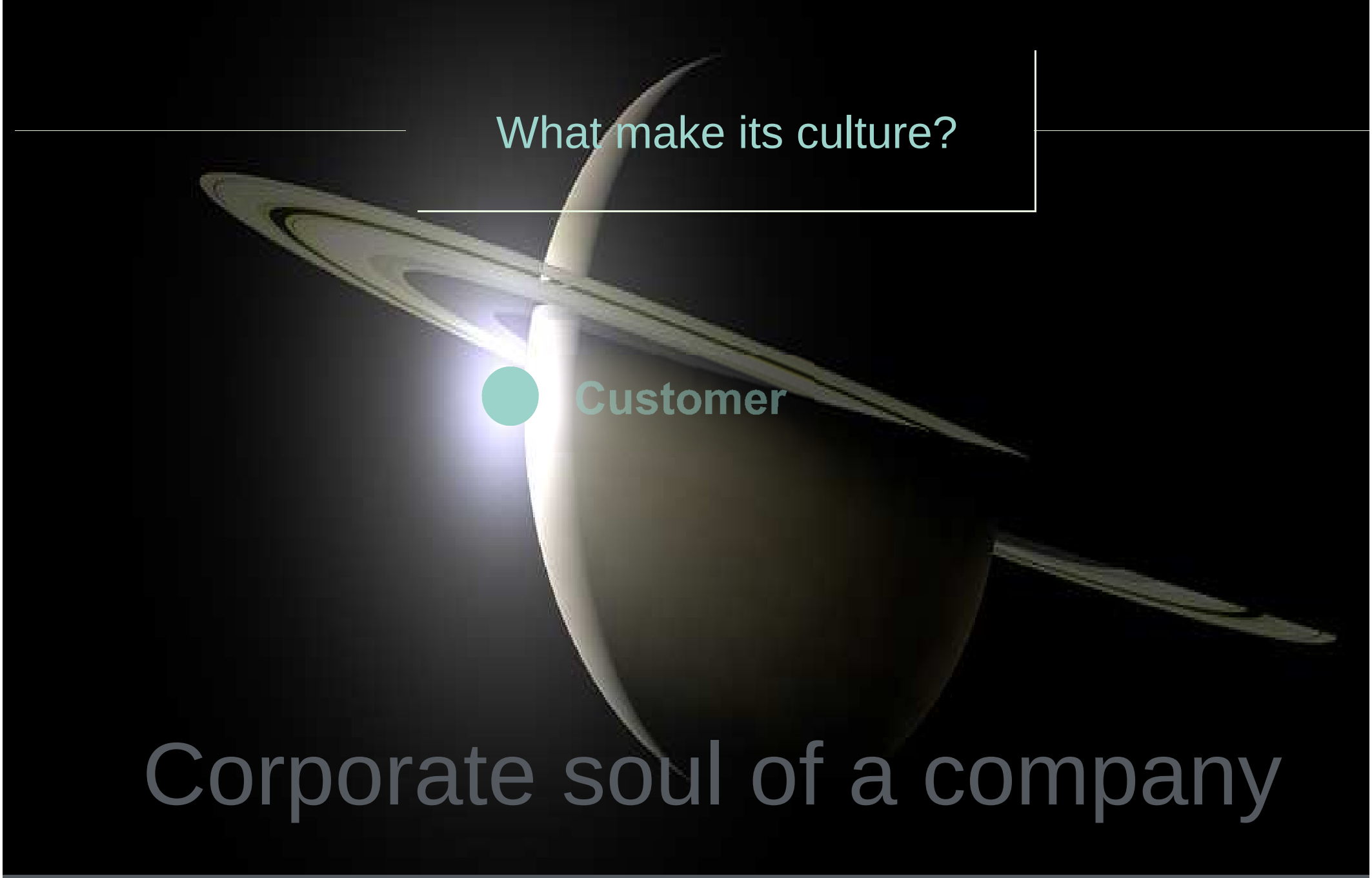
# What is Hospitality ?

Genuine care of a stranger




Vision, Mission and Core Values

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# ELEMENTS
# of Hospitality Culture
# Culture

**COLLABORATION** Collective believe
**CONTRIBUTION** Personal Engagement
**CONNECTION** Courage to be authentic
**EMPOWERMENT** Concept of anticipation
**CUSTOMER FIRST** Proactive attitude
**COMMITMENT** Excellence

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# Service vs. Hospitality

By 2020, customer experience will overtake price and product as the key brand differentiator
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# Customers First- 2020 time to shine

Gary Fox, Oxford University, Ultimate Customer Experience Report 2017

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Invest in your customers
take care of them
Invest in your employees-
train them
and
if your CEO cares -everyone else will
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“It took me 17 years and 114 days to become an overnight success.”
Lionel Messi
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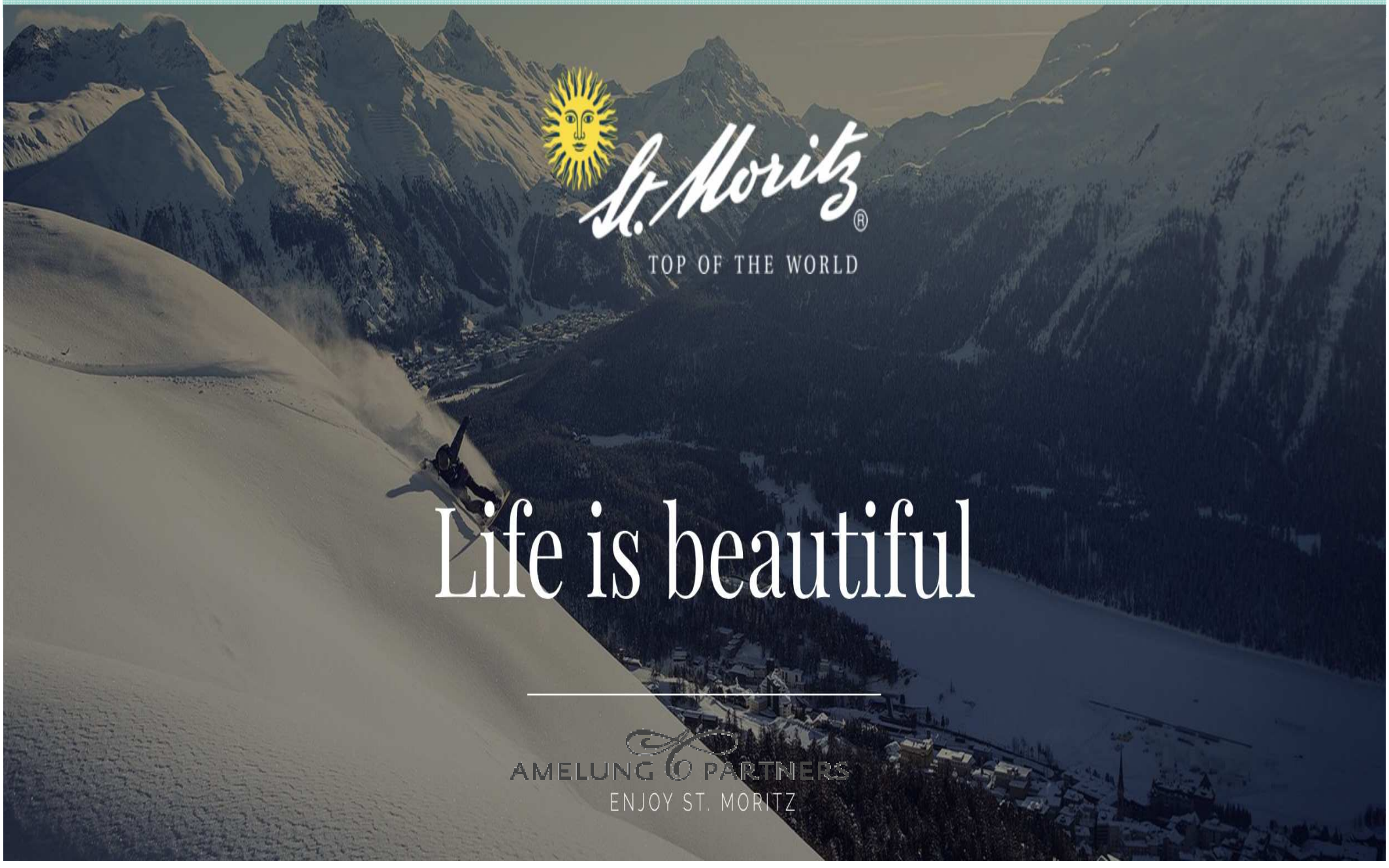
# Create your own influencer



# What your really customers want ?

*THE* good story to share with someone else

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Thank YOU!
It is amazing what they do—
I had such a good time,
they made my life easier !
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If there is anything else we can do for

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