

The Art and Science of the Hotel Concierge



The new edition of this one-of-a-kind textbook (formerly entitled Ultimate Service) details every aspect of the profession of hotel concierge from the qualities and skills required to succeed, to ethical considerations, to restaurant and theater reservations to the latest in technology. Whether you re considering it as a career, already serving guests or managing a concierge team, you ll find the information and insights you ll need to excel in this challenging, but rewarding, field. This comprehensive reference is enhanced with illustrative true stories, immediately implementable tips and occupational hazards, collected from concierges and service experts from all over the world.

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