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October 29th 2014: What Makes Our Stay In a Hotel Great? It's the People!

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We've all had good and bad experiences as hotel guests. What's the big difference? Paul Barham, the CEO of Harrell Hospitality Group, believes that employee recruitment, training, motivation and retention are key drivers for guest as well as customer satisfaction. This is particularly true in the hospitality industry where employees are often performing tasks that others deem beneath them, and yet are key to a hotel's success. How does an employer address this major challenge of motivating and retaining front line employees? What can we learn from the hospitality industry? Paul will share his

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Featured Guest



Paul Barham

Paul Barham came to the USA from the UK more than 30 years ago. He's a Chartered Accountant by training, and has spent the last 34 years in the hotel industry.

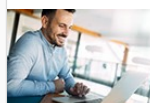
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