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January 14th 2015: Have You Anticipated The Needs Of Your Guests and Other Customer Service Challenges

For 25+ years Steve DiGioia has seen some of the best and worst the hotel and restaurant business has to offer. In this session, Steve will discuss the hospitality industry's mantra of providing exceptional "customer service" and the benefits of a memorable "customer experience". But many times we fail to deliver the very thing our guests' desire. How can this happen? Where have we gone wrong? Peek into the world of a seasoned hotelier and gain some insights of the many challenges in this industry and the high expectations of their guests.



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Featured Guest



Steve DiGioia

Steve DiGioia has been in the hotel & restaurant business for 25+ years. From a 16 year old "prep-cook" in Chicago, to Brooklyn NY banquet waiter to Restaurant Director & Director of Banquets, Director of Food & Beverage to Area Director of Training, he has seen some of the best and worst at their trade. Known as "the ops guy" during his tenure at Hilton Hotels, Steve has redefined the operational & service standards for multiple food and beverage departments for some of the best names in the industry. Steve's newest challenge it to take the helm of a newly created position training 2000+ employees within our family of 6 resorts. Steve is the author of "Earn More Tips On Your Very Nex

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