

A "WORLD" OF EXPERIENCE

Take Success To A
Higher Level Through
**EXCEPTIONAL
SERVICE**

Excellence in Hospitality (EIH) principals [Crystal Chambliss](#) and [Tammy Bainter](#) each bring over 10 years of experience with the Walt Disney® Company, one of the world's most successful guest service providers. Their combined Disney accomplishments include all responsibility for service training prior to opening key world-class Disney resort properties, and forming the On-Property Sales & Communications Department which is responsible for the product and sales training efforts for the key front-line cast members at Walt Disney World.

EIH clients include some of the world's leading theme parks, resorts, vacation ownerships entities, financial institutions, medical facilities and more.



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The logo for Excellence in Hospitality, featuring the word "Excellence" in a bold, black, sans-serif font and "Hospitality" in a black, sans-serif font below it. To the left of the text is a large, stylized, blue cursive letter "E" that overlaps the text.

**Excellence in
Hospitality®**

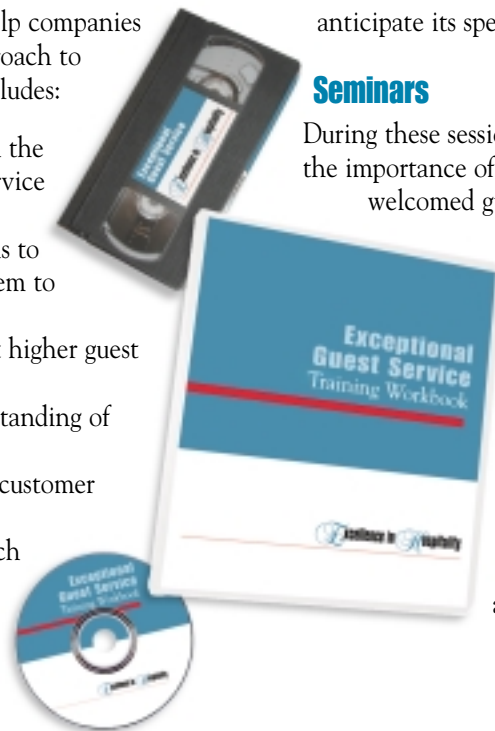


At the core of every business is its commitment to service. When that commitment declines, profits slip. When that commitment is misdirected, a business fails to grow. But when that commitment is well-focused and is, in fact, part of the company's operational philosophy, the doors to success are opened wide. Excellence in Hospitality has been instrumental in helping world-acclaimed companies open those doors and enter new realms of success and profitability through guest satisfaction and employee retention.

A Proven Approach to Service Excellence

By identifying key service objectives that apply to virtually every industry, Excellence in Hospitality has been able to help companies build and foster long-lasting relationships with their customers and guests. Using these objectives, we help companies adopt and maintain a successful approach to customer service. This approach includes:

- Educating front-line employees on the philosophy and performance of service excellence
- Providing employees with the tools to develop habits that will enable them to individualize service for customers
- Identifying how employees can set higher guest service standards
- Helping employees gain an understanding of interpersonal skills
- Teaching employees to anticipate customer needs
- Relating product knowledge to each customer's needs



A Variety of Programs to Meet Your Needs

Excellence in Hospitality has developed strategic programs and services designed to meet universal service challenges. Our expertise lets us customize each of these to help your organization meet and anticipate its specific needs.

Seminars

During these sessions, employees come to understand the importance of treating each customer as a welcomed guest. By learning the philosophies and guidelines of *Excellence in Hospitality*, employees in virtually any industry master methods of providing individualized service to every guest. Seminar attendees gain confidence in their abilities while learning to improve interpersonal skills in order to achieve the overall business goals of guest satisfaction, employee satisfaction and business results.

Speaking Engagements

Excellence in Hospitality has condensed its seminars into a number of formats, including executive speaking engagements, keynote speaking addresses, and as add-ons to existing corporate workshops.

Training and Recognition Program Consultation and Development

In developing a training or recognition program for a company, EIH learns your corporate "attitude" and specific needs, challenges and goals. EIH then custom-designs service-oriented training programs which are consistent and effective in orienting new hires and re-orienting existing employees.



EIH relies on proven techniques on how and when to deliver training and helps management learn what motivates employees and how recognition can bring value-added results to their organization.

Guest Service Measurement

EIH offers various measurements both before and after program implementation to guarantee effective results. These measurements include local and national mystery shopping undertaken by EIH's Service Sleuths division, survey development and administration, and focus group facilitation.

Achieve Exceptional Success

By taking your service commitment above and beyond the norm, you can help ensure long-term success. Call 407-228-0802 or visit us at www.excellenceinhospitality.com to learn more about how Excellence in Hospitality can help you achieve and exceed your organization's goals.