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The Art & Science of the Hotel Concierge

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About the Author

Holly Stiel is a trailblazing service philosopher who innovated a method of training based on the practices and principles of the world-class concierge. Her clients include: Disney, Nordstrom, AVEDA, American Express, Auberge Resorts, Singapore Airlines, Hilton and Hyatt hotels. In 1976, Stiel became the first female concierge in the country when she created the desk at the Grand Hyatt Union Square in San Francisco. Two years later she was the first American woman to be admitted to the exclusive Les Clefs d Or Association for concierges. She is the author of four books including *The Art and Science Of The Hotel Concierge*, *Ultimate Service*, *The Complete Handbook to the World of the Concierge*, *Thank You Very Much A Book for Anyone Who Has Ever Said, May I Help you?* and *The Neon Signs of Service*.

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