

## **HOLLY STIEL BIO** *(condensed)*

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, Centurion Card, Visa Signature card and Auberge Resorts, to name a few. Through a partnership with a team of producers, Stiel has developed the corporate training programs for Hyatt Place Hotels, Hilton Garden Inns and Hampton Inns, Hilton and DoubleTree Hotels as well as three award-winning instructional DVD programs.

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 became the first American woman to be admitted to the exclusive Les Clefs d'Or Association for concierges. She has received the association's Lifetime Achievement award for her broad contributions to her profession. Stiel was the first female and non-corporate executive to receive the "Distinguished Visiting Professor" Chair from Johnson and Wales University.

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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Holly Stiel  
Speaker/Trainer/Author  
"Transforming business to think like a world-class concierge"

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