

HOLLY STIEL INTRO (*short*)

Today, we're going to hear from someone who cares deeply about the heart of customer service. She believes the heart of service comes from the people who provide it. She is one of them. Holly Stiel served as chief concierge at the San Francisco Grand Hyatt for 17 years, serving over 300 customers a day.

Holly was the first American woman admitted to the exclusive International Concierge Association. She knows the agony and the ecstasy of customer service firsthand and has captured that experience in three books.

Her client list reads like an "honor roll" of companies known for their exacting service standards – Nordstrom, Disney, Pebble Beach, Vail Associates, and Hewlett Packard, just to name a few.

One of Holly's most admiring clients explained how he found her in the dictionary. He said, when he looked up the definition for service, it said, see Holly Stiel.

Today you're not going to hear from a customer service speaker. You're going to hear from a customer service philosopher on "The Spirit in Service".

Please give a warm welcome to Holly Stiel.