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Web Exclusives

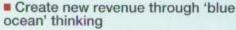
The telephone is your hotel's storefront window

If a hotel does not present a positive impression over the

telephone for inquiry callers, many guests will decide to call elsewhere.

BY DOUG KENNEDY I PRESIDENT, KENNEDY TRAINING NETWORK

www.HotelWorldNetwork.com/kennedy



Now is the time for organizations to think differently about their sales targets and revenue opportunities. One thing you can count on ... the same old thinking gets the same old results.

BY RENIE CAVALLARI I FOUNDER AND DIRECTOR OF INSPIRATION. ASPIRE



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