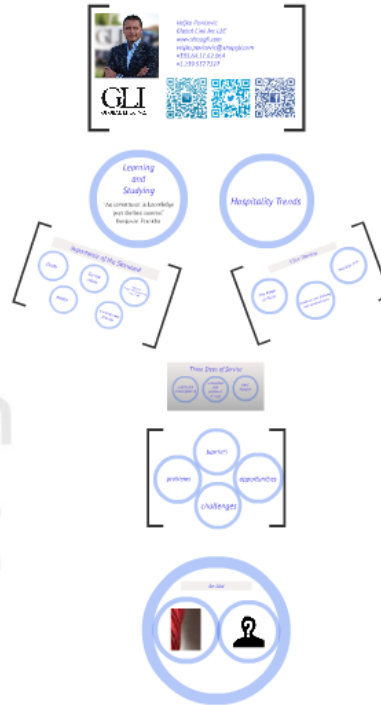
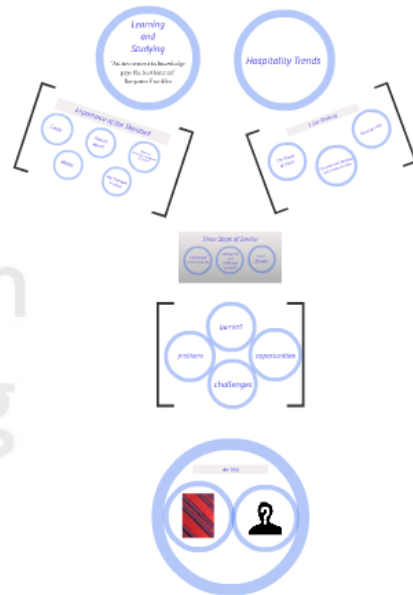


Service Excellence



Service Excellence



An Idol







barriers

problems

opportunities

challenges

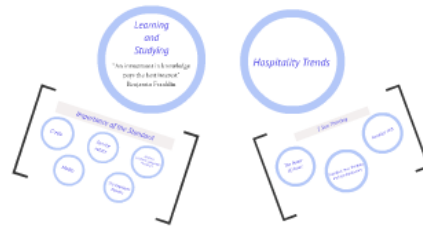
problems

barriers

challenges

opportunities

Service Excellence



Three Steps of Service

*A warm and
sincere greeting*

*Anticipation
and
fulfillment
of needs*

*Fond
farewell*

*A warm and
sincere greeting*

*Anticipation
and
fulfillment
of needs*

*Fond
farewell*

Importance of the Standard

Credo

*Service
values*

*Mystique
Emotional Engagement
Functional*

Motto

*The Employee
Promise*

Credo

Motto

Service values

The Employee Promise

Mystique
Emotional Engagement
Functional



5 Star Thinking



*The Power
of Vision*



*President level thinking
and communication*



Paradigm shift

The Power of Vision

an

*President level thinking
and communication*

Paradigm shift

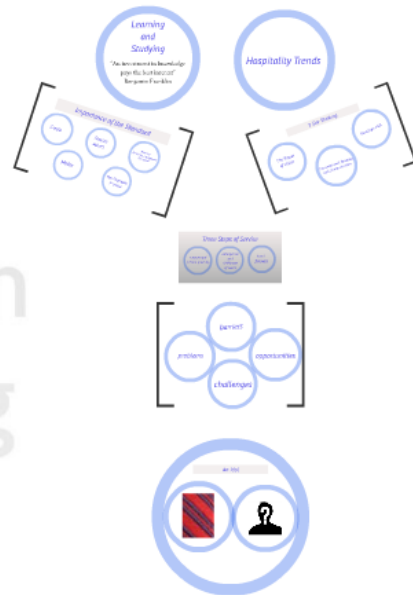
Learning and Studying

“An investment in knowledge
pays the best interest”

Benjamin Franklin

Hospitality Trends

Service Excellence



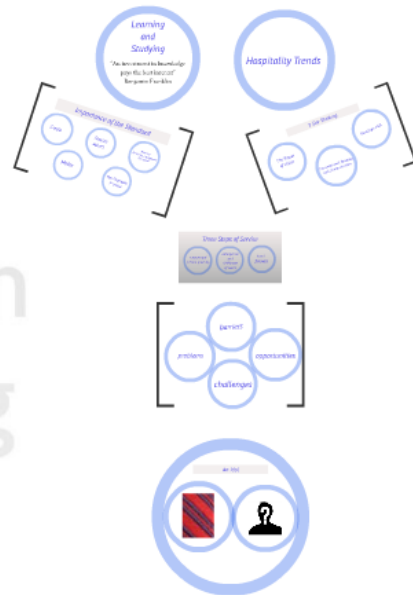


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Service Excellence



Service Excellence

