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The art and science of the hotel concierge

In 1976, Holly Stiel became the first female concierge in the United States when Neon Signs of Service. Author: Howard Silver Created Date:

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Holly Stiel, Official Holly Stiel Leading Customer Service Expert. Her latest book is The Neon Signs of Service. Her Masters Degree is in education.

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Dec 29, 2012 Holly Stiel talks about "Snapping Into it" as part of the TEDxNapaValley 2012 "Connected" event. Holly Stiel is a trailblazing service philosopher who

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Our Team: Holly Stiel. The Neon Signs of Service Advances the idea that the development of simple skills can elevate customer service into an art form.

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