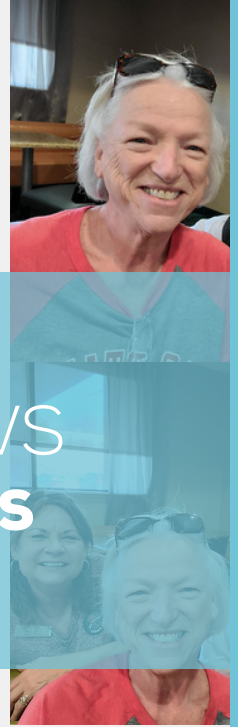




How To Issue



MARCH NEWPORT NEWS YOUR COMPANY'S NEWSLETTER

Outside The Box

In my experience, to ensure success in the hospitality industry, creating exceptional guest experiences is key. That's why hotels need to strive for innovation and personalization to create unforgettable experiences for guests. Strategies such as offering unique services, embracing technology, surprising and delighting guests, and involving team members in crafting an experience make a hotel stand out.

Communication is also important to providing excellent hospitality — responding quickly to inquiries and establishing relationships through meaningful conversations can create a welcoming atmosphere.

Teamwork and collaboration are essential to achieving goals and success, which is why we have launched Yammer as our new internal social communication platform that replaces Mikey. This platform will help us build a more connected environment that encourages effective collaboration within Newport.

Check out my "Fred" post on Newport Pet Lovers in Yammer. Enjoy learning and connecting!

I recently stayed with the First Lady of the 'North Carolina State Wolfpack,' at our SpringHill Suites Greensboro hotel. We were there to enjoy the ACC Men's Basketball Tournament. Ken Andrews, General Manager, and his team did an outstanding job welcoming us and thinking outside the box.

Best,

Wayne
