



## News

# Focus on foodservice: Upgrades pay off

BY CHRIS CROWELL | ASSOCIATE EDITOR

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BY CHRIS CROWELL | ASSOCIATE EDITOR



## 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 | PRESIDENT, KENNEDY TRAINING NETWORK

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- Create new revenue through 'blue ocean' thinking

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 | FOUNDER AND DIRECTOR OF INSPIRATION, ASPIRE

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