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4.0 out of 5 stars Gripping story of the rise and fall of Marriott hotels. "The Spirit to Serve Marriott's Way" tells everything from day one up to the present about Marriott Hotel's chain. A family run business, they diversified into a plethora of other business areas, making mistakes as they went. From hotels, to fast food outlets, right through to airline catering - and all the way back again - this sets out how they went about it, and where they went wrong.

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In the bestselling tradition of The HP Way, The Spirit to Serve describes how one of the most successful hoteliers of the twentieth century built Marriott International from a respectable \$50-million-a-year enterprise into the mammoth \$9-billion multinational giant of today. Told in the words of J. W. Marriott, Jr.,

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The Spirit to Serve. by Reginald Foucar- Szocki, Ed.D.; Ronald J. Cereola, J.D.; and Stephen D. Welpott. 6 Volume 16, Number 4 Journal of Hospitality & Tourism Education 7 29, 2004). He is proactive in sponsor- ing programs dedicated to improving the quality of education, including the Marriott Hospitality High School, the first public charter high school dedicated to and supported by the hospitality industry (McCalla, 2002).

~~J. W. Marriott, Jr.: The Spirit to Serve~~

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Marriott International Takes Spirit to Serve into the Communities. Each year, Marriott International associates around the world dedicate a day to serving their local communities, a day aptly named Spirit to Serve Our Communities Day (STSOC Day). STSOC Day is a global day of service, where associates come together to celebrate Marriott ' s long-standing commitment to taking care of the communities where they do business.

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~~The Spirit to Serve Marriott's Way: Marriott, J. W., Brown ...~~

Marriott ' s reputation for superior customer service dates back to J. Willard Marriott ' s original goal for his business: " good food and good service at a fair price. " We take pride in the details—every day, in every destination worldwide.

~~Core Values & Heritage - Marriott International~~

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The Spirit To Serve: Marriott's Way (1997) J W Marriott Jr. (with Kathi Ann Brown) Often provided as a complimentary copy in Marriott hotels, this book may be an unlikely success classic, but in a surprisingly modest way it illustrates valuable principles which can be applied to personal as well as corporate achievement.

~~The Spirit To Serve | Marriott | Summary & Review | Tom ...~~

The Spirit to Serve: Marriott's Way John Willard Marriott, Kathi Ann Brown Snippet view - 1997. The Spirit to Serve Marriott's Way Kathy Ann Brown, Marriott J. W No preview available - 2015.

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In the bestselling tradition of The HP Way, The Spirit to Serve describes how one of the most successful businessmen of the twentieth century built the Marriott enterprise from a respectable...

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It really hit home for me when students at the BYU Marriott School of Management – for its 25th anniversary – launched a “ Spirit to Serve ” community service campaign named after ours at Marriott International. “ Studying ” and “ volunteering ” were two activities I never considered doing together in college.

~~Marriott's 'Spirit to Serve' is in Good Hands - Marriott ...~~

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Additional Physical Format: Print version: Marriott, J. Willard (John Willard), 1932-Spirit to serve. New York : HarperBusiness, ©1997 (DLC) 97022874

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