

STAY CONNECTED WITH YOUR CUSTOMERS

ENGAGE WITHOUT CHASING THEM AWAY

Spire-Group.com

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Ryan Doerr

President, The Spire Group



- 27 years in Hospitality Management
- 12 years consulting with hospitality and other service companies
- We have a team of 6 and 29 affiliate partners
- Certified Business Coach & EOS Implementer
- Served as GM/COO, Regional Manager, and Managing Partner for a variety of industry companies
- Privately owned, private equity, corporate, managed and etc.
- McDonalds, Disney, ClubCorp, Arnold Palmer, Century Golf, and over 137 Independently Owned Restaurants, Hotels, Resorts, Clubs, and other Hospitality Ventures
- Current Member and Sponsor with WRA, CMAA, GCOW and NGCOA





Our team of trusted Club & Hospitality professionals are committed to serving the needs of our clients.

Ryan Doerr	Joe Flynn	Brendhan McClusky	Laura Leszczynski	Mary Buenz	Sara Cherny
					
President / Consultant & Strategist	Consultant & Strategist	Consultant & Strategist	Marketing Specialist	Client/Member Relations	Accounting Specialist

GROUND RULES



Cell Phones on Silent or Off



Isn't That Interesting

PARTICIPATE

OPEN & HONEST



FUN

HOW DO YOU ENGAGE WITH YOUR CUSTOMERS



HOW DO YOU ENGAGE WITH YOUR CUSTOMERS

In Person

Social

Email

Mail

THE ART OF GREAT SERVICE

Smile

Read

Engage

Gratitude

QUESTIONS?



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