

HOW
MAY WE
~~HELP~~
HATE
YOU



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NOTES FROM THE CONCIERGE DESK

Resumo de How May We Hate You?: Notes from the Concierge Desk

Most people think hotel employees are effortlessly cheerful, naturally helpful, and genuinely like their work. Most people are wrong. Find out what really goes on in the world of hospitality with this hilarious book full of funny and absurd stories, anecdotes told in dialogue, factoids, and hoax pop quizzes by two veteran concierges who paid their way while working at a combined 50 hotels in and around Times Square.

They are very pleased to help you learn: . The Truth About Bed Bugs . The Mythology of Loyalty Programs . The 411 on Hotel Residents . And so much more Filled with photographs and infographics, "How May We Hate You?" is both romp and commentary on the hospitality industry and life behind the nametag."

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