



heffo, awesome!

eleanorerickson.com

greetings

Cheers! This past Friday, I wrapped up another amazing facilitation gig with colleagues who are becoming more and more like extended family. Detroit, thank You for the unexpected moments and authentic hospitality. I'll be back!

I'm taking a tiny break to usher in the summer. It feels good to be home, but this Road Warrior will begin filling up her calendar soon! If you've been thinking about connecting with me to plan Q3 and Q4, now is the time!

XOXO
eleanor

what's a facilitator?

From interactive discussions and hands-on activities to thought-provoking Q&A sessions, a facilitator ensures that your content resonates with participants on a deeper level.

Training Problem-solving Brainstorming
Decision-Making Navigating change
Groups from 2 - 2,000

story time

24 years ago this week, I embarked on a multi-decade career in hotel operations. Many of you have heard me say that I “fell into” my first job in the hotel world. Armed with a B.A. in Sociology, and about ten years of “experience” in everything from camp counselor to customer service to bartending; humbled by the dwindling funds in my bank account after relocating to a new place, I found myself in some dire straits.

I’ve shared the story of how I landed at the Hampton Inn in Southport, NC many times, and I’ll continue to share it because I think it’s even more relevant now than it ever has been.

Hospitality (and tourism) have more than enough job opportunities and career paths for people with “experience” just like me. Hotels and restaurants and cruise lines and theme parks should welcome applicants for passion, not tenure. We’ve all heard that we should hire for personality, not skill (or some version of the same), and I believe it. I’m living proof of it!

Hire the tenacious newbie just because she can work the 3pm - 11pm shift. Cross train the housekeeper who wants to learn how to make reservations. Recruit from the high school AND the retirement community. Our hospitality businesses will be much richer when we catch those who are ready to fall in.



LET'S CONNECT!

SCHEDULE A CALL



910.547.1884

eleanor@eleanorerickson.com

www.eleanorerickson.com