



HOTEL JACKSON

Rachel Prazak
Special Amenity Intern
Jackson, Wyoming

Responsibilities:

- Assisted Front Desk Agents with amenity placement
- Connected with guests personally and aided in itinerary creation
- Created a special amenity system to increase personalization

Work-Based Project: Established a personalized, special amenity system and measured guest response

- *Key Finding*
 - Creating special touches and finding that shared personal connection is what guests remember and is the reason that makes them want to return

Top Three Things I Learned:

- A personal note makes a world of difference
- Thoughtful work does not go unnoticed
- Know your worth as an individual and play to your strengths