



Newsletter – 3rd Quarter 2007

Ladies and Gentlemen, dear Friends,

As the warmth of the sun fades, the leaves turn multicolored and the days grow shorter... the arrival of Autumn brings a special beauty and diversity. I invite you to take a moment out of your hectic schedules to savour the beautiful fall season and I would also like to take a little time to share some news on our similarly diverse array of projects with you. Here's wishing you an enjoyable read!

Yours,
Walter



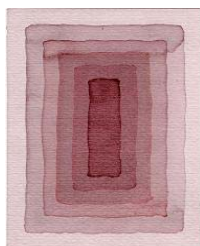
+++ THE SILVER MEDAL IS NOT ENOUGH

It is for this reason that the ArabellaStarwood Hotels & Resorts chose our company and to adopt our nine-module quality management system. Read more about this co-operation and our Service Excellence Branding model in the September issue of "Top Hotel" magazine... [more info](#)



+++ MOTIVATION IS ALL

Employees and the service they provide is a key factor to the success of organizations today. Often, it is service that differentiates in an increasingly homogeneous world. But how do I inspire my employees to do their very best for the customer, go beyond the call-of-duty to satisfy, and indeed, delight the customer? I shared my thoughts on employee motivation in a recent comment in the "Allgemeine Hotel- und Gastronomiezeitung" publication... [more info](#)



+++ AN UNIQUE EVENT

takes place from 30 January to 03 February 2008 in the legendary Raffles Hotel in Singapore where gourmets, wine connoisseurs and art enthusiasts gather for the 13th Annual Raffles Hotel Wine, Food & Arts Experience. Our associate gallery, the GALERIE Helmut Junger, is proud to be an official event partner and to present the works of artist Hella Nohl... [more info](#)



+++ CULT DRAGONBOAT EVENT RETURNS

The date of the 3rd Annual "Salzburger Drachenbootcup & Festival" at the Buermooser lake has been announced for 27 to 29 June 2008. This regional event, with its central theme of fun and team spirit, has attained cult status and attracted almost 30,000 visitors this year. In summer 2008, sport, carnival, art and much more await you at the largest festival in Salzburg... [more info](#)



+++ OUR TEAM GROWS

Nicole Kempter joins our team as Assistant to the Managing Director in the Berlin main office direct from her studies in Tourism Marketing and Management where she majored in Hotel and Destination Management. Nicole has experience from training stints with the German National Tourist Board as well as in various practical courses, and worked with our company for her diploma thesis on Total Quality Management in the Hotel Industry... [more info](#)

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