



Service Excellence in Vulnerable Times

Carsten K. Rath

CARSTEN K. RATH

**WAYS OUT OF
THE CRISIS**



SERVICE

IS AN ATTITUDE.

LEADERSHIP

TOO.

CARSTENRATH





ORE AIRLINES

























CARSTENRATH

CARSTENRATH.COM







BENCHMARK

**AND BEST PRACTICE ARE THE
SAPPY LOVE STORY FOR**

COPY&PASTE







COPYING
IS FASTER THAN
INNOVATING.

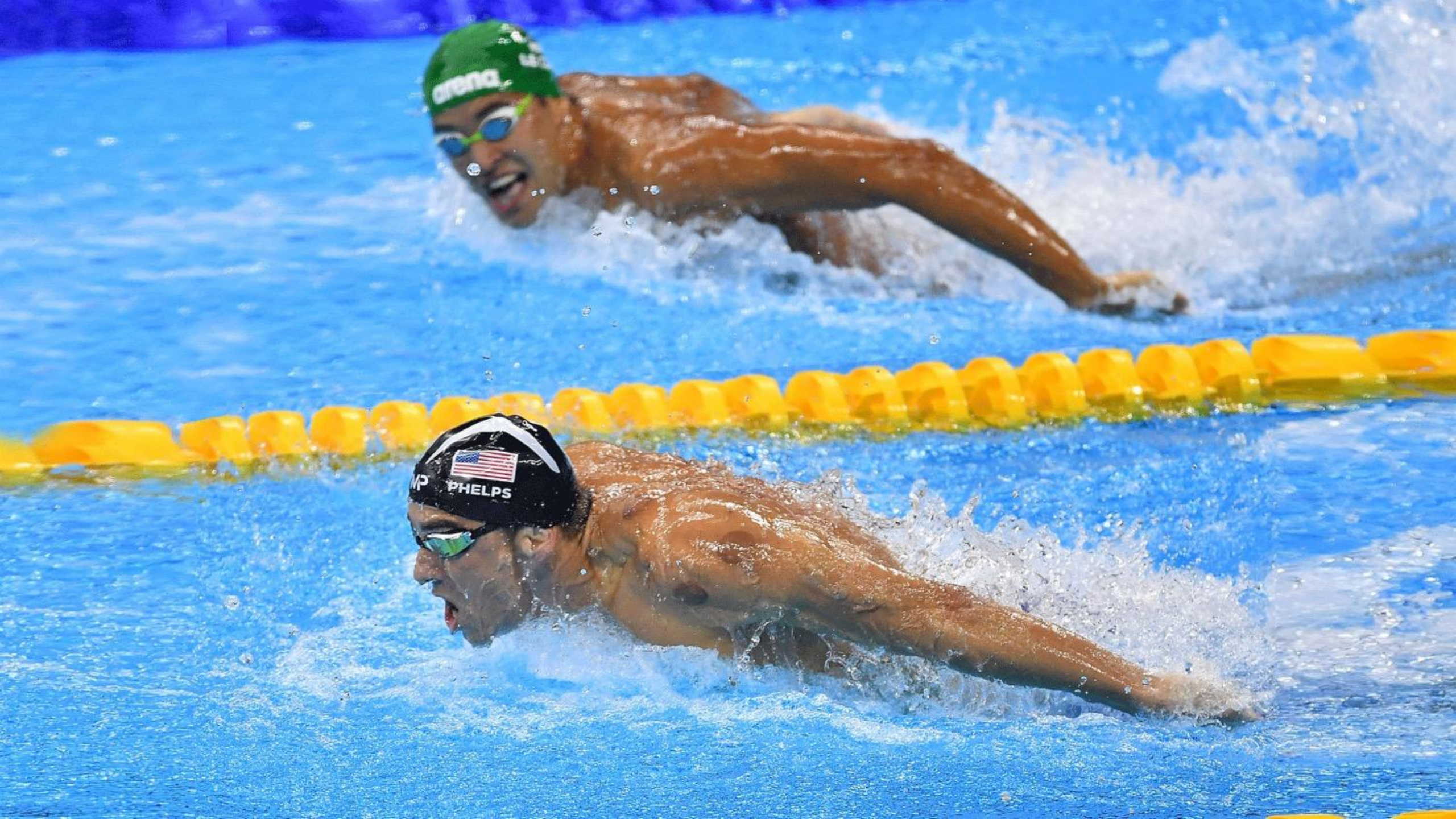
CARSTENRATH



COPYING
IS FASTER THAN
INNOVATING.

CARSTENRATH







**WINNERS FOCUS ON WINNING.
LOSERS FOCUS ON WINNERS.**



PROCESSES

VERSUS

ATTITUDE.

CARSTENRATH

























CARSTENRATH.COM



CARSTENRATH.COM



CARSTENRATH.COM



CARSTENRATH.COM



CARSTENRATH.COM



CARSTENRATH.COM









THANK YOU



www.linkedin.com/in/carstenrath/



www.instagram.com/die101bestenhoteles/



www.facebook.com/die101bestenhotelesde/