

The Carlyle Site Visit Reflection - Cynthia Alicea

What was the most significant information you learned while on the site visit?

I learned that the guest are always right. To always be friendly to everyone you meet no matter if its a guest or other staff member. While walking through the Carlyle I observed the way the staff members interacted with each other and with the several guest we encountered. It really showed me how the employees and management take pride in their customer service.

How did you feel about going to The Carlyle?

I was very excited to go to the Carlyle. I have only walked outside of the building. I have always wanted to stay there. I was also excited to learn more about the different management positions and hear from their side what it took for them to get to the position they are at now. I didn't expect many of them to have started at entry level positions. That gave me hope that there is room to move up entering this field.