



Ini Dia! Pelayan Koktail dari Boston Terpilih Sebagai yang Terbaik di Dunia

Description

Mary Ellen Nichologianis, A True Hospitality Professional

Mary Ellen Nichologianis, a cocktail server at Rowes Wharf Bar, was recently awarded the prestigious Forbes Travel Guide Employee of the Year Award for her kindness and attentiveness. Stephen Johnson, the general manager of Boston Harbor Hotel, praised her relentless focus on excellence in everything she does.

Making Guests Feel Special

Forbes Travel Guide highlighted Nichologianis' ability to make every guest feel special, turning the hotel bar into a place that feels like home. One incognito inspector shared an instance where Nichologianis recognized him as a returning guest and even remembered his friend's broken arm from a previous visit.

Serving with Passion and Care

In an interview, Mary Ellen shared that the most rewarding part of her job is serving guests as if they were coming to her house. She emphasized the importance of caring, showing genuine interest, and being friendly to make others feel special.

Going Above and Beyond

Mary Ellen goes above and beyond by bringing in a library of books for guests who have never been to Boston, providing recommendations, and even bringing in glassware and antiques to enhance the guest experience. She always seeks to add a personal touch to her service.

Recommendations for Boston Visitors

When guests ask for recommendations in Boston, Mary Ellen suggests exploring neighborhoods like the South End, the North End, Beacon Hill, and Back Bay. She also recommends visiting museums, historic sites, or going antiquing to cater to their interests.

Signature Cocktails and Personal Touch

Mary Ellen's favorite cocktail at Rowes Wharf Bar is the Select 22? Old Fashioned, made with Boston Harbor Hotel Single Batch Maker's Mark bourbon. She also recommends the Aphrodite's Potion, a unique cocktail that includes strawberry puree and Prosecco as garnish. She believes in creating celebratory, fun drinks that reflect her kind, warm personality.

Dalam sebuah wawancara, Mary Ellen juga memberikan saran kepada orang lain dalam profesi yang sama untuk menjadi peduli, efisien, dan selalu belajar untuk meraih kesuksesan dalam industri perhotelan. Dengan pendekatan yang hangat dan personal, Mary Ellen menunjukkan bahwa kepedulian dan keberlanjutan dalam berkembang sangat penting dalam memberikan pengalaman tamu yang tak terlupakan.

Ringkasan

Mary Ellen Nichologianis, pelayan koktail di Rowes Wharf Bar Boston Harbor Hotel, baru saja meraih penghargaan Employee of the Year dari Forbes Travel Guide. Dia dikenal karena keramahannya dan perhatiannya terhadap tamu. Bagaimana pendapat Anda tentang pelayanan yang diberikan oleh Mary Ellen? Apa yang menurut Anda kunci untuk membuat orang merasa istimewa? Berikan komentar Anda di bawah!

Apakah Anda merasa tertarik untuk mencoba minuman populer di bar tempat Mary Ellen bekerja? Menurut Anda, apa kunci kesuksesan dalam industri perhotelan seperti yang ditekuni oleh Mary Ellen? Bagikan pemikiran Anda di kolom komentar di bawah!

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