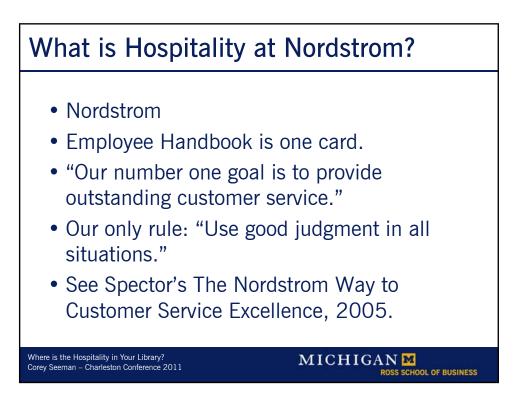




- Disney Model
 - \sim Excellent customer service.
 - \sim Excellent attention to detail.
 - ~ Things just run beautifully smooth.
 - ~ You really feel like they care about every person.
 - \sim You really feel that they care about YOU!

Where is the Hospitality in Your Library? Corey Seeman – Charleston Conference 2011

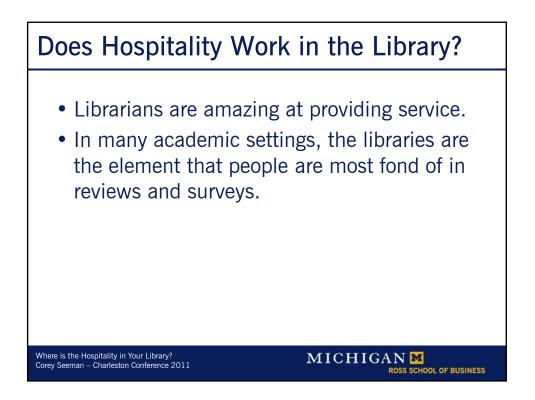
MICHIGAN M ROSS SCHOOL OF BUSINESS

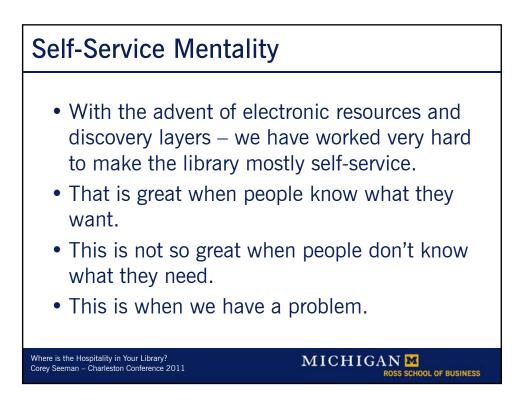


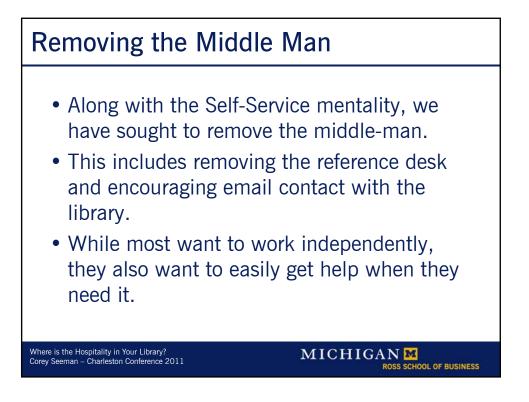
11/1/2011

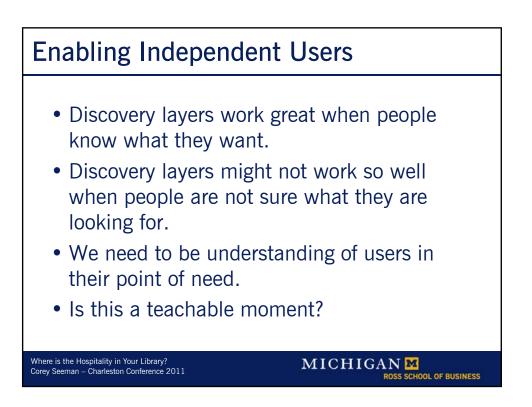








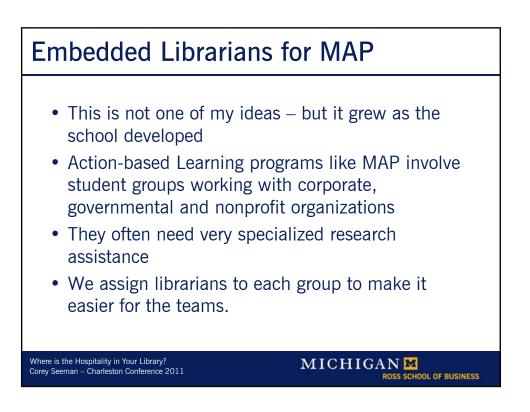




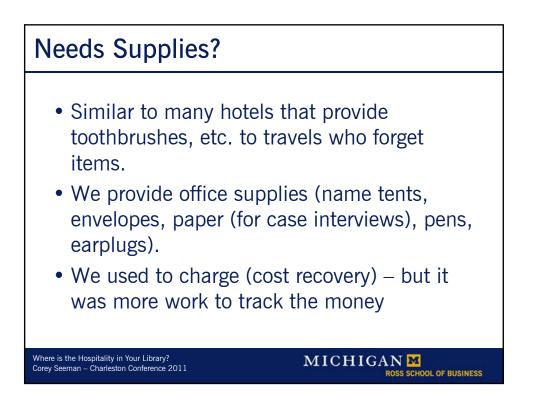


















Thank You & More Thoughts

Next steps:

Expand to a full conference presentation and articles

Keep discussion moving forward

Corey Seeman cseeman@umich.edu

Where is the Hospitality in Your Library? Corey Seeman – Charleston Conference 2011 MICHIGAN M ROSS SCHOOL OF BUSINESS