



Rebekah Craig, PBX Operator, Grand Bohemian Hotel Asheville, Asheville, NC

"The Hospitality world is new to me. In my position as PBX/Concierge, I'm in a perfect spot to connect our guests to whatever they are looking for. I like the variety, love multitasking, and enjoy doing my job well. I am very particular about the level of customer service we provide our guests because I have always invested myself in the success of every business that I have worked for. I have taken tremendous pride in working with Kessler since the opening of The Grand Bohemian Hotel in March 2009. Though it is fun to get praise and accolades, I don't really think I'm doing anything above and beyond my job description. I just feel we should all do everything possible to make our guests comfortable and satisfied. You can get a job answering phones anywhere, but I have enough of a romantic in me to prefer being someplace interesting and a bit exciting. Mr. Kessler's mission statement of Inspiring Places, Intuitive Service, Exuberant Guests, inspires me to be the best I can be."