

Your Work Writes the Reviews

I've read thousands of reviews while running hotels, and the ones that carry a name — “ask for María,” “thank you, José, for everything” — always tell the same story in different uniforms. They never say “did the job perfectly.” They say three things: they saw me (remembered my name, noticed I was tired, realized it was our anniversary), they took one step outside their own box (it wasn't their job, it wasn't their table, it wasn't their shift — and they did it) and they came back (asked the next day whether it had been resolved, came over to say goodbye). See, take the step, come back. It's lesson 2 — the ingredients of magic — turned into print by a stranger.

Now the business side, because this module closes with it: that review with your name raises the hotel's rating, the rating sways thousands of strangers, the strangers fill the rooms and full rooms pay the paychecks — yours included. The complete chain, from gesture to salary, without skipping a link. Quality is not the department that audits: it's you, multiplied by every guest on every shift.

And the final secret: we general managers read reviews with a list of names. An employee who is thanked three times in a season doesn't need to ask to be noticed. We've already noticed. That is exactly what the module starting next is about — the last one: your career.