



TOP 10 TIPS FOR EXCELLENT CAMP, CONFERENCE & RETREAT CENTER MANAGEMENT



1. **Fresh Eyes**

Put yourself in the shoes of a paying guest as you walk around the facility- would you want to stay here? What needs to be changed?

2. **Feedback Feedback Feedback**

Have a method for asking the guest for an evaluation of your facility.

3. **Excellent Responsiveness**

Always act on customer feedback when reasonable.

4. **Clear Expectations**

Make sure the guests have a clear expectation of the accommodations and hospitality prior to signing a contract.

5. **Privacy Please**

Guests expect reasonable bathroom privacy, make sure to accommodate their needs.

6. **Food Service Expectations**

Guests expect their meals to be nutritious and meet their dietary needs.

7. **Sleepy Head**

Guests expect bedding that will provide a restful sleep.

8. **Ready Emergency Action Plans**

Create and rehearse an Emergency Action Plan that is specific for your site and areas of risk.

9. **Training Training Training**

Regularly spend time training staff to be successful when responding to customer questions and needs.

10. **Know your Resources, Call Us!**

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