

(Library ebook) Hotel Reservations: Calamities and Hospitality Hiccups from the World's Hotels

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Derek Picot

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Derek Picot : Hotel Reservations: Calamities and Hospitality Hiccups from the World's Hotels before purchasing it in order to gage whether or not it would be worth my time, and all praised Hotel Reservations: Calamities and Hospitality Hiccups from the World's Hotels:

In Hotel Reservations Derek Picot, General Manager of a prestigious West End hotel, takes us behind the revolving doors to discover some of the very best hospitality horrors and secrets gleaned from hotels around the world. 'Having spent much of my life in international hotels of every syle along the 'Whicker's World' flightpath, it's fascination to get the view from the other side of the reception desk in these entertaining anecdotes. - Alan Whicker

From Publishers WeeklyFor lovers of British wit, this anecdotal tell-all is mildly entertaining. Picot, a seasoned hotel manager, has collected humorous stories from hostelries across Europe and the Far East and smoothly strung them together in all too predictable categories: We have unrecognized VIPs--the Duke of Edinburgh himself behind the wheel, or Springsteen, unrecognized by a London chef, avoiding fans by exiting through the kitchen. Then there are the instances of guests and personnel caught in various states of undress. New employees don't realize that a

screwdriver is a beverage and deliver a tool to a guest. Some of the more exotic settings produce the more amusing events: When a traveler in Jaipur, India, called the hotel's front desk to report that he was sharing his room with a rodent (one hurriedly absconding with his American Express Gold Card, no less), the confused reply was: "Very well, sir, but I must inform you that there will be a double charge for the double occupying of the room, sir." Copyright 1995 Cahners Business Information, Inc. From Library Journal

A general manager of a British hotel and the chair of London's British Hospitality Association, Picot is in a position to gather stories from the other side of tourist travel. This literary endeavor provides an enjoyable, easily read, "behind-the-scenes" glimpse into the hospitality trade. His stories are sure to entertain, involving, for example, a group of diners who never returned after having a running race to see who would pay the bill, and an assistant manager who locked himself in a closet while showing guests the suite. Picot treats each situation with understanding and sympathy but also captures the human frailties with sardonic charm. Suitable for any library travel-humor section; readers will look forward to subsequent volumes.

Jo-Anne Mary Benson, Osgoode, Ontario Copyright 1995 Reed Business Information, Inc. From Booklist

The author has worked in several top hotels around the world and he's got the stories to prove it. But readers might have second thoughts about staying at hotels after reading these hilarious hospitality horrors. The Waldorf-Astoria in New York hosts an annual dinner for the Explorers Club, featuring an exotic menu. Members can dine on polar bear stew or a plate of lambs' eyeballs. In Hong Kong, when an American was told there was no room for him, he angrily threatened to sleep in the hotel lobby. The Chinese clerk replied, "Fine, sir, I'll get the linen." Meanwhile, in a pre-Gorbachov Soviet Union hotel room, a British guest, obsessively searching for bugs, cut suspicious looking wires beneath the floorboards. Then he gleefully called out, "Goodbye Boris," just as, below him, a chandelier crashed from the ceiling onto a couple's bed. Readers who love to travel will find these pages quite entertaining. Theresa Ducato