

Hostmanship FAQ

Hostmanship includes a lot of things, so here are a few questions and answers about hostmanship that can help you with a welcoming attitude.

WHAT IS HOSTMANSHIP

Hostmanship is the art of making people feel welcome! We see it as a practical philosophy.

WHY SHOULD I USE HOSTMANSHIP IN MY ORGANIZATION

You should use Hostmanship in order to develop your organization so as to produce more happy customers, attract talent, make value-creating partners and thereby become more profitable and successful.

WHAT RESULT CAN I EXPECT TO SEE THROUGH STRIVING FOR GOOD HOSTMANSHIP?

Hostmanship creates success and value for all involved. The individual develops pride and joy in the process and views his or her work as more meaningful. The guest receives greater value through a better experience with the organization, which can result in happier guests who come back. The Organization increases its appeal and long-term profitability by strengthening its brand and by becoming more attractive to new workers, partners and customers.

WHAT DIFFERENCE DOES THE LEADERSHIP MAKE TO HAVING AN APPROACH LIKE HOSTMANSHIP PERMEATE THE CULTURE?

Leadership is incredibly important for implementing a Hostmanship way of thinking in the organization. It is important that the organization's leader starts acting as a good host because the leader is the example that the employees in the organization will follow. The leader builds culture, structure and processes, and creates the conditions needed for all employees to practice hostmanship.

WHAT POSITIVE AFFECTS CAN BE ACHIEVED THROUGH USING HOSTMANSHIP?

There are many. Having workers who burn for hostmanship and stand for quality, feeling and efficiency is, of course, advantageous for the employer.

WHICH INDUSTRIES CAN HOSTMANSHIP BE USED IN?

Hostmanship can be used in practically any industry. Usually, though, the industries that use it are in the service-producing sector where many work to improve and develop meetings between people within and outside the organization and see hostmanship as a basic practical philosophy to work with and from.

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HOSTMANSHIP/ VÄRDSKAPET AB

We are a business that specialises in inspiration; we talk and write about hostmanship. Our company is represented in Sweden, Norway, Denmark, Holland and Uganda.

HOSTMANSHIP

The art of making people feel welcome

THE SPEAKERS

Hostmanship speakers Jan Gunnarsson, Katarina Bergström and Märit Torkelson are appreciated speakers who inspire with their thoughts on hostmanship.

HOSTMANSHIP PROGRAMS

Discourses, workshops, web courses, books, and tailored training courses.

