

Ghana: Positive attitude can enhance service delivery in hospitality industry says official

Neequaye Sasraku, Deputy Director in-charge of Studies at the Hotel Catering and Tourism Training Institute (HOTCATT) has observed that the hospitality industry had problems with quality service delivery and urged operators to adopt a positive attitude when dealing with their clients.

"Attitude is key to providing quality services in the hospitality industry," he said at the end of a training programme for 93 personnel in the hotel industry.

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