

Hi first name ,

We are quite fortunate to have Ralph Maldari, Chief Hospitality Officer at Hospital for Special Surgery, talk about the relationship between hospitality, experience, and operations.

On May 19th, he'll delve into strategies and processes at HSS that have earned the institution the #1 spot in the US News & World Report ranking of orthopedics hospitals for 11 consecutive years.

You can register [HERE](#).

You're welcome to share it with your staff as well.

Warmest regards,

Jill

Jill Yarberry

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