



SERVICE WITH A SMILE

KYLIE RAE FITZGIBBONS



Hi! My name is Kylie Rae. Born and raised in Lancaster, Pennsylvania where I learned the values of family, community and kindness through old fashioned Southern Hospitality.

I am a passionate service professional who proudly spends my days smiling, creatively solving problems and teaching others how to do the same.

Throughout my 16 year career, I built Service with a Smile training and development programs and demonstrated a successful history of working in the luxury market of the Hospitality and Tourism industry. Building relationships and solving problems with a positive mindset is on the top of my skill set list. People taking care of people and leaving people better off than when they crossed my path - is the philosophy I embrace.

Service with a Smile has evolved into consulting partnerships offering co-created strategic solutions designed to incorporate structure, wellness in the workplace, and to help business executives strategically drive results: infusing happiness in their company culture, reignite a passion to serve, increase employee engagement, guest experience and drive financial performance.

Certifications include:

Bachelors Degree in Restaurant and Hospitality Management

WSET Sommelier Level 2

Certified Pastry Chef

Certified Positive Mindset Coach

AHLA Certified Rooms Division Executive accreditation

200 hour Yoga Teacher Training

Partnerships include but are not limited to:



POSITIVITY. PRODUCTIVITY. PROFITABILITY.