

J. Willard Marriott

Quotes

*People, Care, Friendship, Customers, Quality, Use, Business, Walks, Willing,
Character, Make Or Break, Taking Action, Employee, Important, Week, Sides,
Hours, Doe, Success, Excellence*

Take good care of your employees, and they'll take good care of your customers, and the customers will come back.

~J. Willard Marriott

It's the little things that make the big things possible. Only close attention to the fine details of any operation makes the operation first class.

~J. Willard Marriott

Motivate them, train them, care about them, and make winners out of them... they'll treat the customers right. And if customers are treated right, they'll come back.

~J. Willard Marriott

Great companies are built by people who never stop thinking about ways to improve the business.

~J. Willard Marriott

Good timber does not grow with ease; the stronger the wind, the stronger the trees

~J. Willard Marriott

. . . success is a combination of many things, but a good character is the foundation of the kind of success that will bring you real happiness. Choose your friends wisely-they will make or break you.

~J. Willard Marriott

See and be seen. Get out of your office, walk around, make yourself visible and accessible.

~J. Willard Marriott

Take care of your people and they will take care of your customers.

~J. Willard Marriott

Eliminate the cause of a mistake. Don't just clean it up.

~J. Willard Marriott

Customer needs may vary, but their bias for quality never does.

~J. Willard Marriott

Entrepreneurs are never satisfied. They want to do things better. They strive for perfection and use all the ingenuity to their command to achieve it.

~J. Willard Marriott

It's more important to hire people with the right qualities than with specific experience.

~J. Willard Marriott

No matter how hard you work for your money, there's always someone out there willing to work twice as hard to take it away from you.

~J. Willard Marriott

View the problem as an opportunity to grow.

~J. Willard Marriott

No person can get very far in this life on a 40 hour week.

~J. Willard Marriott

Communicate. Listen to your customers, associates and competitors.

~J. Willard Marriott

Celebrate your people's success, not your own.

~J. Willard Marriott

I've felt that dissatisfaction is the basis of progress. When we become satisfied in business, we become obsolete.

~J. Willard Marriott

Do it and do it now. Err on the side of taking action

~J. Willard Marriott

Choose your friends wisely-they will make or break you.

~J. Willard Marriott

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