



# THE RITZ-CARLTON LEADERSHIP CENTER FACT SHEET

## OVERVIEW

In today's increasingly competitive global market, consistently exceptional service and customer experience are what create and sustain brand loyalty. The Ritz-Carlton Leadership Center leverages the systems and processes of the Ritz-Carlton brand to create incredible competitive advantages for brands worldwide: Nearly 50% of the 2018 Glassdoor Top 25 Best Places to Work have been impacted by our organization's work on culture transformation, customer experience, and continuous improvement initiatives.

Our experiential consulting methodology is rooted in the legendary Ritz-Carlton Gold Standards, including the best-in-class practices and processes that have allowed us to win two Malcolm Baldrige National Quality Awards and a #1 J.D. Power ranking in our category.

## SERVICES

- **Enrichment Courses:** While immersed in The Ritz-Carlton ambiance, we deliver The Ritz-Carlton Gold Standards and exceptional customer experience tactics so that clientele may apply these methods to their own organizations.
- **Engagement Services:** Scheduled at a date and location of the client's choosing, these engagements and facilitations comprise a variety of topics.
- **Advisory Services:** This bespoke consulting service is a journey to refine, implement, and sustain an organizational culture that will drive an exceptional customer experience, brand loyalty, and business results.

### EXECUTIVE OFFICER

Vice President: Antonia Hock

### MEDIA CONTACT

Laura.Heilenday@ritzcarlton.com

### INFORMATION

[www.ritzcarltonleadershipcenter.com](http://www.ritzcarltonleadershipcenter.com)

### ADDRESS

10400 Fernwood Road, 117K  
Bethesda, MD, 20817, United States



**THE RITZ-CARLTON  
LEADERSHIP CENTER**