



The Ritz-Carlton Experience

This dynamic and interactive experience takes place at select Ritz-Carlton hotels and offers attendees an opportunity to observe The Ritz-Carlton Ladies and Gentlemen in action. Attendees will discover the best practices they can transfer to their organization and implement in their own work environment.

PROGRAM HIGHLIGHTS

This experiential program gives you an in-depth look into how the culture and business practices of The Ritz-Carlton are enlivened.

You will be introduced to The Ritz-Carlton road map for:

- Driving employee and customer engagement to increase your profitability
- Improving your employee engagement through service values and empowerment to reduce turnover
- Energizing the values, mission and vision of your organization to provide a consistent customer experience
- Establishing robust operational systems in order to reduce mistakes and rework
- Providing anticipatory service that creates passionate advocates of your brand

Length of Presentation

This full-day (six hour) program includes the following:

- Two-hour presentation of “Service Excellence Culture”
- Two-hour presentation of “Memorable Customer Service”
- Daily Line-Up with the Ladies and Gentlemen of The Ritz-Carlton
- Q&A with an Employee Panel
- One-hour Closing Debrief

Who Should Attend?

Senior Leaders and Managers

Client Testimonial

“To witness and experience employee engagement at every level—from your front lines to your back of house operations, to your executive management team—was truly impressive.”