



# 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

- **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.
- **Onsite Programs & Experiences:** Scheduled at a date and location of the client's choosing, these presentations & workshops comprise a variety of topics.
- **Advisory & Consulting Services:** This four-phased methodology has been designed to initiate, implement and foster an organizational transformation that will drive both employee and customer engagement, either through the architecture of a new culture or refinement of an existing culture.

### EXECUTIVE OFFICER

Vice President: Antonia Hock

### MEDIA CONTACT

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### INFORMATION

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

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