

Symposium

Employees Come First



Edward V. Staros
Former Vice President
and Managing Director
Ritz - Carlton

S OF SERVICE	MOTTO	EMPLOYEE PROMISE	THE RITZ-C
1 incere greeting. uest's name. 2 and fulfillment uest's needs. 3 farewell. m good-bye guest's name.	WE ARE LADIES AND GENTLEMEN SERVING LADIES AND GENTLEMEN.	At The Ritz-Carlton, our Ladies and Gentlemen are the most important resource in our service commitment to our guests. By applying the principles of trust, honesty, respect, integrity and commitment, we nurture and maximize talent to the benefit of each individual and the company. The Ritz-Carlton fosters a work environment where diversity is valued, quality of life is enhanced, individual aspirations are fulfilled, and The Ritz-Carlton Mystique is strengthened.	CRED The Ritz-Carlton is the genuine care and guests is our high We pledge to pro personal service and guests who will alwa relaxed, yet refin The Ritz-Carlton exp the senses, instills fulfills even the une and needs of

ARLTON VALUES TO BE ON nships and uests for life. sive to the essed wishes r guests. to create and personal ur guests.	4 I understand my role in achieving the Key Success Factors, embracing Community Footprints and creating The Ritz-Carlton Mystique. 5 I continuously seek opportunities to innovate and improve The Ritz-Carlton experience. 6 I own and immediately resolve guest problems. 7 I create a work environment of teamwork and lateral service so that the needs of our guests and each other are met.	8 I have the opportunity to continuously learn and grow. 9 I am involved in the planning of the work that affects me. 10 I am proud of my professional appearance, language, and behavior. 11 I protect the privacy and security of our guests, my fellow employees and the company's confidential information and assets. 12 I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.	MY ENG FUN
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THE NEW STANDARD

Principles for Cr
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