

TRAVEL AND HOSPITALITY

# Ritz-Carlton introduces 'Leading Employee Excellence' course

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*A new course designed to inspire leadership and operational excellence in organizations is being launched by Ritz-Carlton this October. Image credit: The Ritz-Carlton*

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By LUXURY DAILY NEWS SERVICE

Marriott International-owned hotel and resort chain **The Ritz-Carlton** is expanding its training programs.

The company is introducing "Leading Employee Excellence," a course designed to help hospitality professionals foster a culture of excellence within their teams. Created and facilitated by The Ritz-Carlton Leadership Center, the immersive, full-day instruction sessions kick off in-person next month.

"The top one percent of Ritz-Carlton leaders around the world identified 10 distinctive, non-negotiable behaviors that drive a culture of excellence for this immersive course," said Amanda Joiner, global vice president of consulting and advisory firm Joiner, in a statement.

"The content is enriched with a six-month roadmap designed to meet the participant's personalized objectives among other actionable takeaways."

## **Top-notch service sessions**

Making a world debut at the 400-acre Ritz-Carlton Dallas, Las Colinas ([see story](#)), "Leading Employee Excellence" allows leaders "responsible for shaping strategies and managing the career development of others and is relevant to all industries," according to a statement.

Key topics will include personalized leadership, proactive problem-solving, and building employee loyalty through empowerment.



# THE RITZ-CARLTON LEADERSHIP CENTER

*The Ritz-Carlton Leadership Center Logo. Image credit: The Ritz-Carlton*

The course will draw on real-world examples from The Ritz-Carlton's service legacy ([see story](#)), offering participants an inside look into how the brand maintains its high standards across its global properties.

Those interested in participating can choose between two dates, signing up for either Oct. 22, 2024, or Oct. 23, 2024, before taking to at a cost of \$2,495 per person.

More information regarding course details, registration and optional hotel accommodations are available on The Ritz-Carlton Leadership Center's [site](#).

"The Gold Standards of The Ritz-Carlton Brand inform our proprietary methodology, are the foundation of our learning experiences and the heart of our Mystique," said Ms. Joiner, in a statement.

"We're delighted to present Leading Employee Excellence as the pathway to learn from an industry legend."

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