The Power of Ritz

The Credo:

‘ the genuine care

‘We are Ladies and

(The Ritz Carlton Le

Carlton Credo

and comfort of our guests is our highest mission’

Gentelment, serving Ladies and Gentelmen’

adership Centre, 2024)

Service excellence

- Six steps to provide excel
  resolution, effort and time
- People can gain experien
- Empathy is necessary for
  should: be present, pay a
  invested in their needs an

(Tieng,2022)

lent customer service: personalization, integrity, expectations,
, empathy.
ce and skills, but attitude can not be taught.
employees in hospitality industry. To show empathy employees
ttention, be interested in what guest has to say, don’t judge, be
d feelings.

References:

- The Ritz Carlton
  https://ritzcarlton
  (Accessed on: 0
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Service Excellence in Tourism and Hospitality, Canada