

THE RITZ RESTAURANT - LONDON

*Managing
people*

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THE RITZ RESTAURANT - LONDON

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- Established on 25th of May 1906 in London by famous hotelier Cesar Ritz.
- Luxury hotel.
- Has 136 luxurious bedrooms.
- Over 415 employees.
- In 2016 the Ritz Restaurant London is awarded its first Micheline star. (The Ritz London, 2023)



THE RITZ HOTEL LONDON



THE RITZ GUESTS

- Famous guests.
- Movie set.
- Royal family's favorite restaurant.





THE RITZ RESTAURANT

GOLD STANDARDS

- The Credo
- The Motto
- The Three Steps of service
- The Service Values for employees





THE RITZ hotel & restaurant

Short term talent acquisition

- **Employee Introductory Scheme - £720** – refer a friend or someone you know and might be a fit for our team.
- The employee can recommend a friend directly to the Human Resources department or via e-mail.
- **Job Advertisements** – Ritz London have their own dedicated website where you can flick through the vast array of jobs. (Ritz Carlton Leadership Centre, 2023).
- **Ritz Recruitment Ltd** – the company has its own recruitment agency covering all hotel departments.

TRANSFORM CULTURE



Long term talent acquisition

The Ritz Academy

- Launched in September 2014.
- Offers a 3 or 5 years supervised program for new staff.
- Mentoring and supervision offered all throughout the training.

Successful applicants spend 6 months in each department such as:

- The Ritz Restaurant
- The Ravioli Bar
- Housekeeping department
- Front Office and Reservations. (The Staff Canteen, 2014)



Best Practices & Foundations of Our Brand (Virtual Course)



Long term talent acquisition

Best Practices & Ritz Brand Foundation – Virtual course

- Virtual course designed for staff to gain insightful Ritz experience.
 - Staff can learn vital information about the Ritz brand.
 - Learn empowerment.
 - Legendary services.
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- Topics learned are: the Ritz culture, brand standards, simple ways of creating memorable experiences for guests, employee and customers ways of engagement, becoming a service sensation. (Ritz Carlton Leadership Centre, 2023).



Long term talent acquisition

Empowerment through own decision – the £2000 rule – THE RITZ LONDON

- At Ritz, employees are empowered to rescue a guest's experience by using the £2,000 rule.
- The employee can spend per guest, per incident, £2,000 without having to have approval from a manager.
- Through the £2,000 the employee has the confidence and means of resolving issues that arise with guests. (Toporek, A, 2012).



THE RITZ – RESTAURANT – LONDON

2 non-monetary incentives for staff

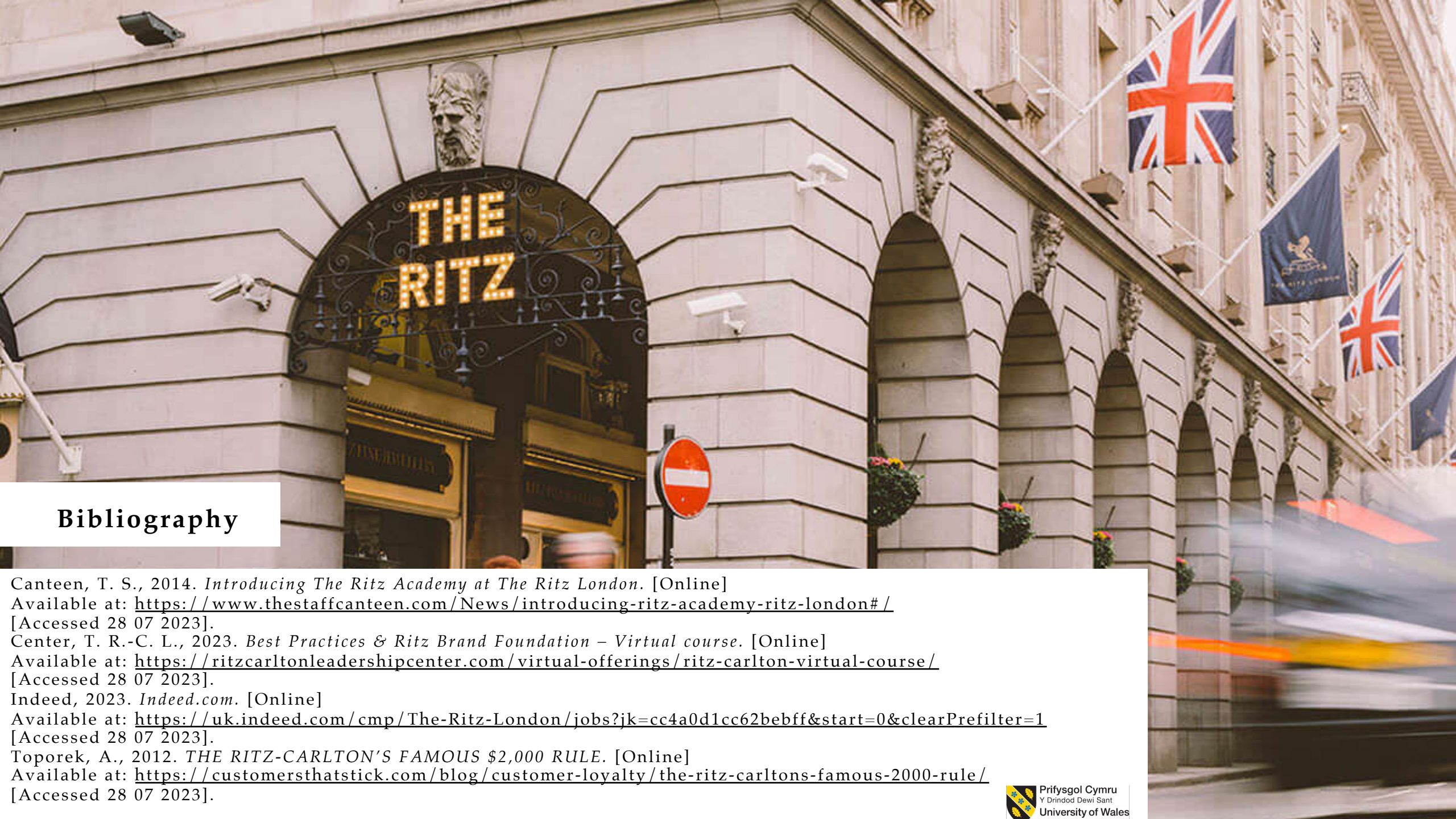
- **Uniform** and free laundry services for each employee.
- **Employee mental health assistance helpline.** Free counselling 24/7. (Indeed, 2023)

- **Travel Loan** – financial assistance for staff that want to travel for business or leisure.
- **High street retail shop discounts** – covers a range of high-end stores and as well supermarkets such as Marks & Spencer's.



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2 monetary incentives for staff



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Thank you very
much for
listening.

