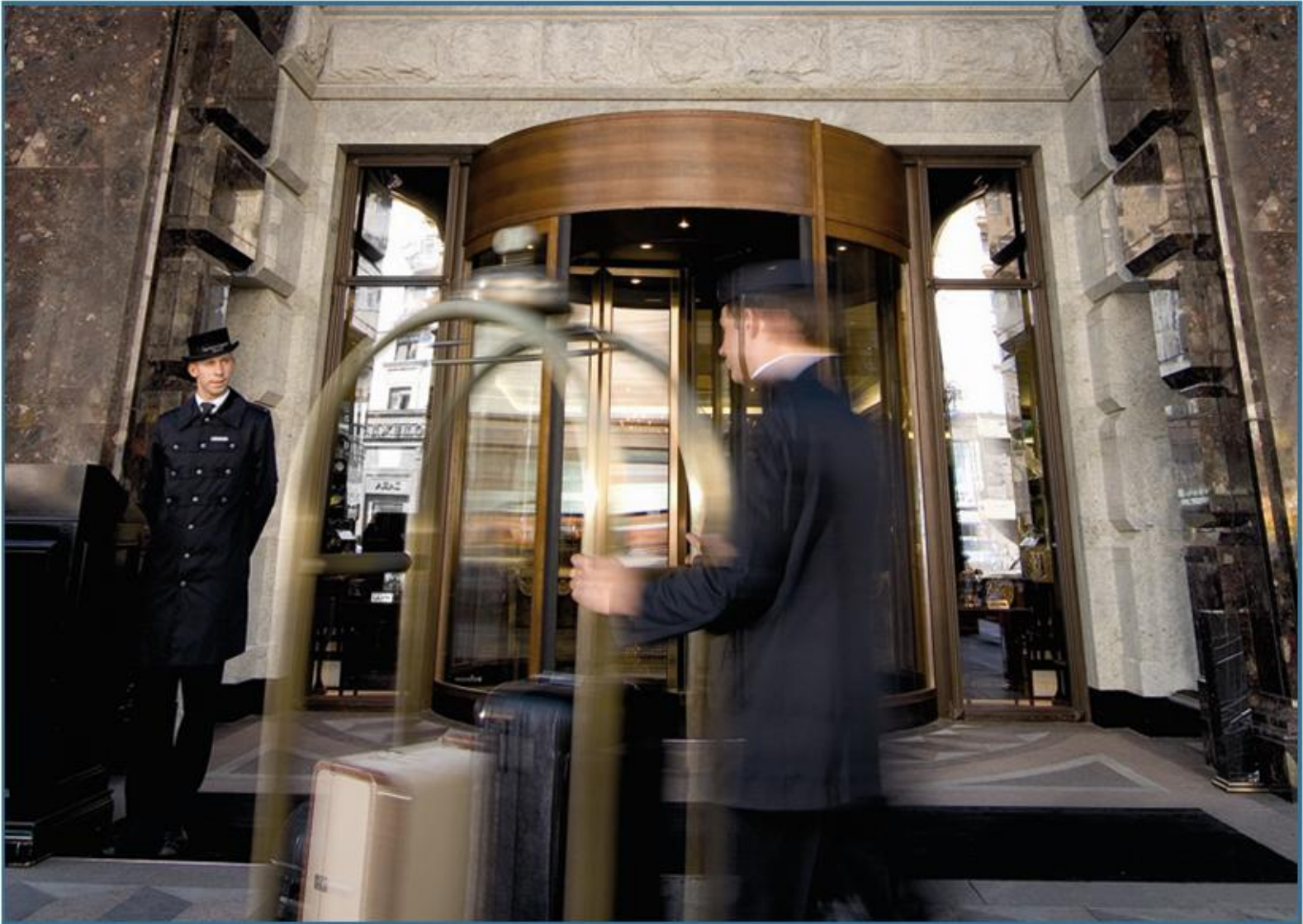


# THE RITZ-CARLTON LEADERSHIP CENTER

*"STRENGTHENING YOUR BUSINESS IS OUR PLEASURE"*

## CLASS AND ON-SITE INFORMATION



# THE RITZ-CARLTON LEADERSHIP CENTER

## DETAILS YOU SHOULD KNOW FOR CLASSES

### Class Information

- All Leadership Center Classes start at 9:00 a.m. and end at approximately 4:00 p.m. unless otherwise specified. Continental breakfast will be available at 8:30a.m. Please plan to arrive between 8:30 a.m. - 8:45 a.m.
- Business casual attire is required throughout the course.
- The number of participants varies from class to class, consisting of leaders across all business industries and job disciplines

### Meals

- Continental breakfast and lunch are provided along with coffee and soft drinks throughout the day. If you have special dietary needs or requests, please let us know in advance.
- Dinner is on your own. Please let us know if you would like a list of local restaurants.

### Hotel Accommodations and Transportation

- All hotel accommodations and travel arrangements are at the discretion of the guest.
- A credit card will be required at time of reservation as well upon check-in to cover costs related to room charges and miscellaneous incidentals.
- For information regarding hotel accommodations, please contact The Ritz-Carlton Leadership Center at (301) 547-4806.

### Methods of Payment

- Payments can be made by check, money order, credit card or by wire transfer.
- Payments must be submitted in U.S. Dollars.
- Checks and money orders should be made payable to:  
The Ritz-Carlton Hotel Company LLC  
Bank of America Lockbox Services, Lock Box 281932  
6000 Feldwood Rd  
College Park, GA 30349
- For credit card payments please include the following information on your Credit Card Authorization Form:  
Credit card type (Visa, MasterCard, American Express)  
Name as shown on credit card  
Credit card number and expiration date (month/year)  
Signature of card holder  
Dollar amount to be charged  
*Credit cards submitted in a name other than the attendee will require a third-party fraud prevention form*
- Wiring Instructions - please be aware that the wiring fees are the responsibility of your company and should be covered by your bank. WE WILL NOT COVER THESE CHARGES.  
Bank of America MIGA Lockbox  
Account #: 4426579849  
Account Name: Marriott International  
Wire Routing #: 026009593  
ACH Routing #: 111000012

### Cancellation Policy

- Cancellations must be made in writing by email to [theleadershipcenter@ritzcarlton.com](mailto:theleadershipcenter@ritzcarlton.com), at least three weeks before the course date. Cancellations received within three weeks will forfeit the registration fee. No-shows are non-refundable.
- If you are unable to attend, you may reschedule to a future session up to 30 days in advance of the class date with the new session taking place up to 12 months from the date of the cancellation. If you have scheduling conflicts within the 30 day deadline, you may either reschedule or send a substitute in your place. We accept substitutions up to one week before the class date. Because this is a certification program, it is important that we know exactly who substitutes for you, so we may update registration and award certificates. If you are unable to attend and you do not either reschedule at least 30 days in advance, or send a substitute, you will be liable for the entire registration fee.
- The Ritz-Carlton reserves the right to cancel any class due to low enrollment if there are fewer than 12 participants up to 30 days prior to the scheduled class date. You will be notified if this situation occurs.
- Cancellations due to inclement weather will result in rescheduling to a future date. Inclement weather cancellations will happen only in cases where facilitators and participants are unable to travel to the session site. We will notify you in such cases.
- If you have any questions, please call The Leadership Center at 301-547-4806. We look forward to seeing you.



# THE RITZ-CARLTON LEADERSHIP CENTER

## 2009 CLASS SCHEDULE

### August

#### **The Ritz-Carlton, Pentagon City - *Arlington, VA***

- Executive Education Series

August 10 - 14

5 Days

#### **The Ritz-Carlton Orlando, Grande Lakes - *Orlando, FL***

- Legendary Service at The Ritz-Carlton
- On-Boarding New Talent...Everything Matters

August 20

Full Day

August 21

Full Day

### September

#### **The Ritz-Carlton, Pentagon City - *Arlington, VA***

- Legendary Service at The Ritz-Carlton
- Back to Basics: Ritz-Carlton Style
- "Radar On-Antenna Up"

September 14

Full Day

September 15

½ Day - AM

September 15

½ Day - PM

### October

#### **The Ritz-Carlton, Pentagon City - *Arlington, VA***

- Executive Education Series

October 19 - 23

5 Days

### November

#### **The Ritz-Carlton, Pentagon City - *Arlington, VA***

- Legendary Service at The Ritz-Carlton
- Back to Basics: Ritz-Carlton Style
- "Radar On-Antenna Up"

November 11

Full Day

November 12

½ Day - AM

November 12

½ Day - PM

*Class schedule may change without notice;  
Please call to confirm class dates before making travel arrangements.*



# THE RITZ-CARLTON LEADERSHIP CENTER

2009 CLASS SCHEDULE BY LOCATION



## The Ritz-Carlton, Pentagon City Arlington, VA

### Legendary Service at The Ritz-Carlton

*September 14*

*November 11*

### Back to Basics: Ritz-Carlton Style

*September 15*

*November 12*

### "Radar On-Antenna Up"

*September 15*

*November 12*

### The Ritz-Carlton Executive Education Series

*August 10 - 14*

*October 19 - 23*



## The Ritz-Carlton Orlando, Grande Lakes Orlando, FL

### Legendary Service at The Ritz-Carlton

*August 20*

### On-Boarding New Talent...Everything Matters

*August 21*

# THE RITZ-CARLTON LEADERSHIP CENTER

## CLASS PRICING

### 2009

Legendary Service at The Ritz-Carlton .....	\$2,000	1 Day
Back to Basics: Ritz-Carlton Style .....	\$1,200	½ Day
“Radar On-Antenna Up” .....	\$1,200	½ Day
Back to Basics: Ritz-Carlton Style <b>AND</b> “Radar On-Antenna Up” .....	\$2,000	1 Day
On-Boarding New Talent...Everything Matters .....	\$1,800	1 Day
The Ritz-Carlton Executive Education Series .....	\$6,000	5 Days

*Prices are subject to change. Please call to verify current rates.*



# THE RITZ-CARLTON LEADERSHIP CENTER

## CLASS ENROLLMENT FORM

### CLASS (please select class)

<input type="checkbox"/> Legendary Service at The Ritz-Carlton	\$2,000	1 Day
<input type="checkbox"/> Back to Basics: Ritz-Carlton Style	\$1,200	½ Day
<input type="checkbox"/> "Radar On-Antenna Up..."	\$1,200	½ Day
<input type="checkbox"/> Back to Basics <b>AND</b> "Radar On-Antenna Up"	\$2,000	1 Day
<input type="checkbox"/> On-Boarding New Talent...Everything Matters	\$1,800	1 Day
<input type="checkbox"/> The Ritz-Carlton Executive Education Series	\$6,000	5 Days

### DATE ATTENDING

\_\_\_\_\_

MONTH

DAY

YEAR

### PARTICIPANT INFORMATION

Name: Dr./Mr./Ms. \_\_\_\_\_

Position: \_\_\_\_\_

Company: \_\_\_\_\_

Industry: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

\_\_\_\_\_

Fax: \_\_\_\_\_

\_\_\_\_\_

Web Site: \_\_\_\_\_

Email: \_\_\_\_\_

Name to be printed on completion certificate (please print): \_\_\_\_\_

Have you attended a Ritz-Carlton Leadership Center course in the past? Yes: \_\_\_\_\_ No: \_\_\_\_\_

If "Yes", please provide course title and date attended: \_\_\_\_\_

How did you hear about this class / the Leadership Center ? \_\_\_\_\_

### METHOD OF PAYMENT

- Credit Card (For payment by credit card, please complete Credit Card Authorization Form attached.)
- Checks should be in U.S. Dollars and made payable to:

The Ritz-Carlton Hotel Company, LLC  
Bank of America Lockbox Services, Lock Box 281932  
6000 Feldwood Rd  
College Park, GA 30349

*Checks must be received two weeks (14 days) in advance. If the class is within two weeks (14 days) from when you book the class, then you may only pay by credit card.*

**Please call (301) 547-4806 for more information regarding  
Special Room Rates Available to Leadership Center Class Attendees.**

### Miscellaneous Registration Information

- Completed registration forms must be faxed to The Leadership Center at **(301) 644-6135**. Course enrollment is accepted on a "first come, first served" basis. Courses fill quickly, so early registration is encouraged.
- Program costs include tuition, course materials, continental breakfast and lunch.
- Business casual attire is required throughout the course.
- Cancellations must be made in writing by email to [theleadershipcenter@ritzcarlton.com](mailto:theleadershipcenter@ritzcarlton.com), at least three weeks before the course date. Cancellations received within three weeks will forfeit the registration fee. No-shows are non-refundable.
- The Ritz-Carlton Leadership Center reserves the right to decline registrations from companies or individuals who compete with The Ritz-Carlton School of Service Excellence, The Ritz-Carlton Hotel Company, L.L.C. or their affiliates.

*Prices are subject to change. Please call to verify current rates.*

FOR OFFICE USE ONLY: LT \_\_\_\_\_ CON \_\_\_\_\_ TRK \_\_\_\_\_ SPR \_\_\_\_\_ INVOICE \_\_\_\_\_



# THE RITZ-CARLTON LEADERSHIP CENTER

*"STRENGTHENING YOUR BUSINESS IS OUR PLEASURE"*

## ON-SITE PRESENTATIONS



# THE RITZ-CARLTON LEADERSHIP CENTER

## DETAILS YOU SHOULD KNOW FOR ON-SITE PRESENTATIONS

### Presentation Guidelines

- If two Half Day presentations are booked on the same day, there will be a maximum of three hours per session.
- Pricing does not include facilitator travel expenses (i.e. ground and air travel, meals, gratuities and hotel accommodations if deemed necessary).
- There will be an additional charge of \$1,500 added to the fee for weekend or holiday presentations.
- International presentations will require business class airfare, along with an additional travel charge of \$1,500.
- International presentations are limited to Half and Full Day presentations only.

### Payment Guidelines

- A \$1,000 non-refundable deposit per presentation is due with the signed contract.
- Full payment for all speaking engagements is required one month (30 days) in advance.
- If the presentation is booked within the one month (30 days) window, the full payment is due at the time of booking.
- If the presentation is booked within a two week (14 days) window, full payment is due at the time of booking and ONLY a credit card payment will be accepted as a form of payment.

### Methods of Payment

- Payments can be made by check, money order, credit card or by wire transfer.
- All payment must be submitted in U.S. Dollars.
- Checks and money orders should be made payable to:  
The Ritz-Carlton Hotel Company LLC  
Bank of America Lockbox Services, Lock Box 281932  
6000 Feldwood Rd  
College Park, GA 30349
- For credit card payments please include the following information on your Credit Card Authorization Form:  
Credit card type (Visa, MasterCard, American Express)  
Name as shown on credit card  
Credit card number and expiration date (month/year)  
Signature of card holder  
Dollar amount to be charged  
*Credit cards submitted in a name other than the attendee will require a third-party fraud prevention form*
- Wiring Instructions - please be aware that the wiring fees are the responsibility of your company and should be covered by your bank.  
WE WILL NOT COVER THESE CHARGES.  
Bank of America MIGA Lockbox  
Account #: 4426579849  
Account Name: Marriott International  
Wire Routing #: 026009593  
ACH Routing #: 111000012

### Contract

A written contract will be sent to you; the speaker will be booked when you sign and return the contract. All of the speaker's air and ground travel, as well as hotel, meals, gratuities and other usual expenses will be paid for by the company who is booking the speaker. An expense report will be submitted to the company for the speaker's travel expenses and payment and such expenses are due upon receipt.

### Handouts/Ritz-Carlton Rights and Literature

Should your presentation require hand outs, the documents will be e-mailed to you once final balance has been received in full. Printing of the hand outs are at your expense. You expressly recognize and acknowledge that your rights under your Contract shall not confer upon you any right in, or the right to use, any of the presentation materials, and no permission is granted to record, broadcast, edit, transcribe, duplicate and distribute in any form or media any information received audibly or in writing from the Ritz-Carlton before, during or after the Presentation.

### Change Fees/Cancellation

Written cancellations must be received at least 30 days prior to the scheduled presentation date. The non-refundable deposit will be retained by The Ritz-Carlton Leadership Center.

If the presentation is cancelled within 30 days of the scheduled presentation date and is not reschedule within twelve (12) months, then the entire presentation fee, including travel expenses, are non-refundable and will be retained by The Ritz-Carlton Leadership Center.

Should The Ritz-Carlton Leadership Center be unable to present, all reasonable efforts will be made to provide an alternate presenter, date and/or location at no additional cost to Company. In the event The Ritz-Carlton Leadership Center must cancel the presentation, the deposit and pre-payments will be refunded.

In addition, The Ritz-Carlton Leadership Center reserves the right to cancel this agreement without liability, if The Ritz-Carlton Leadership Center determines that the contracting individual, company or presentation participants compete with The Ritz-Carlton Leadership Center, The Ritz-Carlton Hotel Company, LLC; consultant, or their affiliates.



# THE RITZ-CARLTON LEADERSHIP CENTER

ON-SITE PRESENTATIONS (AT YOUR LOCATION)

## Program Levels

Courses are designed to deliver maximum benefit by addressing specific issues and providing actionable strategies at varying levels of decision-making and responsibility.

### **Courses Appropriate for Senior Executives, Vice Presidents and Directors**

- Legendary Service at The Ritz-Carlton
- "Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes
- Onboarding New Talent...Everything Matters
- It's All About Leadership
- Adding Value Through Social Responsibility and Community Engagement
- The Ritz-Carlton Executive Education Series

### **Courses Appropriate for Managers**

- Legendary Service at The Ritz-Carlton
- "Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes
- Adding Value Through Social Responsibility and Community Engagement

### **Courses Appropriate for Non-Managerial Staff**

- Back to Basics: Ritz-Carlton Style
- "Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes

# THE RITZ-CARLTON LEADERSHIP CENTER

## ON-SITE PRESENTATIONS (AT YOUR LOCATION)

### Legendary Service at The Ritz-Carlton

Full Day (5-6 hours)	10-30 people	\$12,000
Full Day (5-6 hours)	31-60 people	\$15,000
Half Day (3-4 hours)	up to 100 people	\$6,000
Keynote (1-2 hours)	up to 200 people	\$3,000
Keynote (1-2 hours)	up to 300 people	\$4,000
Keynote (1-2 hours)	up to 400 people	\$5,000

### Back to Basics: Ritz-Carlton Style

Full Day (5-6 hours)	10-30 people	\$12,000
Full Day (5-6 hours)	31-60 people	\$15,000
Half Day (3-4 hours)	up to 100 people	\$6,000

### "Radar On-Antenna Up" - Fulfilling Customers' Unexpressed Wishes

Full Day (5-6 hours)	10-30 people	\$12,000
Full Day (5-6 hours)	31-60 people	\$15,000
Half Day (3-4 hours)	up to 100 people	\$6,000
Keynote (1-2 hours)	up to 200 people	\$3,000
Keynote (1-2 hours)	up to 300 people	\$4,000
Keynote (1-2 hours)	up to 400 people	\$5,000

### On-Boarding New Talent...Everything Matters

Full Day (5-6 hours)	10-30 people	\$12,000
Full Day (5-6 hours)	31-60 people	\$15,000

### It's All About Leadership

Full Day (5-6 hours)	10-30 people	\$12,000
Full Day (5-6 hours)	31-60 people	\$15,000
Half Day (3-4 hours)	up to 100 people	\$6,000
Keynote (1-2 hours)	up to 200 people	\$3,000
Keynote (1-2 hours)	up to 300 people	\$4,000
Keynote (1-2 hours)	up to 400 people	\$5,000

### Adding Value Through Social Responsibility and Community Engagement

Full Day (5-6 hours)	10-30 people	\$12,000
Full Day (5-6 hours)	31-60 people	\$15,000
Keynote (1-2 hours)	up to 200 people	\$3,000
Keynote (1-2 hours)	up to 300 people	\$4,000
Keynote (1-2 hours)	up to 400 people	\$5,000

**VIP KEYNOTE SPEAKERS** *available upon request*

\*If attendees exceed 400, please call for pricing.\*  
Prices are subject to change. Please call to verify current rates.



# THE RITZ-CARLTON LEADERSHIP CENTER

## ON-SITE/KEYNOTE REQUEST

### PROGRAM (please select presentation)

- Legendary Service at The Ritz-Carlton
- Back to Basics: Ritz-Carlton Style
- "Radar On-Antenna Up" – Fulfilling Customers' Unexpressed Wishes
- On-Boarding New Talent...Everything Matters
- It's All About Leadership
- Adding Value Through Social Responsibility and Community Engagement

### PROGRAM LENGTH

(please select one)

### KEYNOTE

1-2 hours

### HALF DAY

3-4 hours

### FULL DAY

5-6 hours

### PREFERRED DATES

\_\_\_\_\_

MONTH

\_\_\_\_\_

DAY

\_\_\_\_\_

YEAR

### CONTACT INFORMATION

Company: \_\_\_\_\_ Industry: \_\_\_\_\_

Name: Dr./Mr./Ms. \_\_\_\_\_

Position/Title: \_\_\_\_\_

Address: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Fax: \_\_\_\_\_

\_\_\_\_\_ Cell: \_\_\_\_\_

Email: \_\_\_\_\_ Web Site: \_\_\_\_\_

How did you hear about the Leadership Center ? \_\_\_\_\_

### PROGRAM DETAILS

Location of event: \_\_\_\_\_  
(including address and phone)

\_\_\_\_\_

\_\_\_\_\_

Start time of presentation: \_\_\_\_\_ Number of participants: \_\_\_\_\_

Will participants be charged to attend? Yes / No

*Please complete and return to The Ritz-Carlton Leadership Center via fax at (301)644-6135*

#### Additional Information

- Pricing does not include facilitator expenses (i.e. ground and air travel, meals, gratuities and hotel accommodations if deemed necessary).
- All on-site presentations and speeches require a signed contract and a \$1,000 deposit to confirm the requested date(s).
- No taping, recording, webcasting, use or publication of presentation(s) and/or course materials is allowed.
- The Ritz-Carlton Leadership Center reserves the right to decline registrations from companies or individuals who compete with The Ritz-Carlton School of Service Excellence. The Ritz-Carlton Hotel Company, L.L.C. or their affiliates.

*Prices are subject to change. Please call to verify current rates.*

FOR OFFICE USE ONLY: LT \_\_\_\_\_ CON \_\_\_\_\_ TRK \_\_\_\_\_ SPR \_\_\_\_\_ INVOICE \_\_\_\_\_



# THE RITZ-CARLTON LEADERSHIP CENTER

## CREDIT CARD AUTHORIZATION FORM

Dear Sir/Madam,

This form has been created in order to allow you to have third party expenses charged to your credit card. Please provide all the information requested below to ensure prompt processing of your application. We ask you to please sign and date the form before submission. Please fax the completed form to **The Ritz-Carlton Leadership Center at (301) 644-6135**.

### Cardholder Information

Name as it appears on the credit card: \_\_\_\_\_

Card type:       Visa       MC       Amex       Diners/CB       Discover       JCB

Account type:       Individual (personal credit card)  
                          Corporate      Company Name: \_\_\_\_\_

Account number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Address: (where statement is mailed) \_\_\_\_\_

City, State and Zip: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax or alternative number: \_\_\_\_\_

### Attendees Information

Attendees name(s): \_\_\_\_\_  
\_\_\_\_\_

Company name: \_\_\_\_\_

Phone number: \_\_\_\_\_ Fax or alternative number: \_\_\_\_\_

### Approved Charges

- The Ritz-Carlton Leadership Center Class(es)  
 The Ritz-Carlton Leadership Center On-Site Presentation **AND** Speaker Expenses

I certify that all information is complete and accurate. I hereby authorize **The Ritz-Carlton Leadership Center** to collect payment for all charges as indicated in the Rate Information and Approved Charges section of this form by processing a charge to the credit card listed above. I certify that I am the authorized signer of the credit card listed above.

Cardholder name (Printed): \_\_\_\_\_

Cardholder signature: \_\_\_\_\_



# THE RITZ-CARLTON LEADERSHIP CENTER

*Thank you for your interest in  
The Ritz-Carlton Leadership Center*

*“Strengthening Your Business  
is Our Pleasure”*

*For additional information,  
please contact us at (301) 547-4806*

**OR**

*<http://corporate.ritzcarlton.com/en/LeadershipCenter>*

