

# The Ritz-Carlton Leadership Center Presents Summit 2025: Creating an Agile Culture and Employee Loyalty in the Workplace

*Learn Insights to Innovate and Transform Organizational Culture, March 4-5, 2025, at The Ritz-Carlton, Dallas*

BETHESDA, MD, UNITED STATES, February 11, 2025 /EINPresswire.com/ -- [The Ritz-Carlton Leadership Center](#) (TRCLC) will present [Summit 2025](#), an exploration of dynamic new content to rekindle organizational culture for success in today's workplace,

announced Amanda Joiner, Global Vice President of the global consulting and advisory firm. Summit will be held at The Ritz-Carlton, Dallas on March 4, 2025, with the option to attend A Culture of Excellence, a half-day course, on March 5.



“

If C-suite executives attend only one program with TRCLC this year, Summit is it.”

*Amanda Joiner, Global Vice President, The Ritz-Carlton Leadership Center*

“Summit 2025 is designed to stimulate ideas and dialogue over and above our learning courses. We're voicing new material in new ways and leaning into never-before-revealed strategic ideas for innovation developed by The Ritz-Carlton,” said Ms. Joiner. “A panel of TRCLC clients will share their insights and outcomes following strategies they deployed using Ritz-Carlton methodologies. If C-suite executives attend only one program with TRCLC this year, Summit is it.”

Summit is relevant to new and existing customers of TRCLC, intended to equip leaders with actionable ideas to take back to their organizations, and is applicable across all industries.

“We listened to organizations who've identified the need to revive their missions and motivate their teams to elevate performance in a workplace that has undergone many changes in the past five years,” said Ms. Joiner. “We believe empowered employees own the customer experience, so we developed Summit 2025 to meet these needs.”

On Day One, participants will be introduced to a proprietary five-step innovation process designed to stir ideas that inspire organizations to elevate the customer service experience. Attendees will be guided through an immersive activity originated from the renowned quality processes of The Ritz-Carlton and provided with a tangible innovation kit with elements to spark discovery with their own teams. This powerful learning experience will be facilitated by Janet Souter, Vice President of Luxury Quality and Performance Excellence at Marriott International. During her 11-year tenure as Vice President of Quality for The Ritz-Carlton, she played a pivotal role in elevating the quality and innovation strategies for The Ritz-Carlton and led the company's global guest engagement strategy.

A moderated panel discussion comprised of clients from diverse industries will review outcomes that resulted from applying the methodologies learned from working with TRCLC. From aligning teams around a mission to implementing service strategies and transforming customer experiences, the variety of challenges, solutions and successes are evidence of the power of inspired clients and the best practices of The Ritz-Carlton Brand.

On March 5, attendees have the option to attend A Culture of Excellence, a half-day exploration of the methodologies of The Ritz-Carlton Brand proven to activate and sustain a culture driven by employee and customer engagement. Employee mindset has everything to do with whether a business survives or thrives, because engaged employees create engaged and loyal customers. During this course, attendees will examine The Ritz-Carlton Gold Standards: The Credo, Motto, The Three Steps of Service, The Employee Promise, and the 12 Service Values.

Visit <https://ritzcarltonleadershipcenter.com/summit/> for program details, registration and hotel accommodations. The cost to attend Summit on March 4, is \$2,495. The cost to attend A Culture of Excellence on March 5, is \$1,295. Bundled pricing to attend both days is \$3,400. Pricing is per person and does not include attendee travel and hotel.

#### About The Ritz-Carlton Leadership Center

The Ritz-Carlton Leadership Center (TRCLC) is a global consulting and advisory firm dedicated to helping organizations create exceptional employee and customer experiences that drive competitive advantage. An extension of The Ritz-Carlton Brand, TRCLC leverages methodologies and best practices to unlock a sustainable business transformation founded on a culture of excellence. With onsite and virtual solutions ranging from immersive courses and interactive workshops to strategic advisory offerings, thousands of clients have engaged TRCLC as a trusted source to refine service excellence and deliver some of the biggest launches, innovations, and transformations across industries worldwide. TRCLC courses are approved by SHRM for Professional Development Credits (PDC) for recertification of SHRM-CP and SHRM-SCP credentials. Visit [www.ritzcarltonleadershipcenter.com](http://www.ritzcarltonleadershipcenter.com) and join the conversation on [LinkedIn](#).

Sandra Ryder

The Sandra Ryder Company

media@sandraryder.com

---

This press release can be viewed online at: <https://www.einpresswire.com/article/784014924>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2025 Newsmatics Inc. All Right Reserved.