



THE RITZ-CARLTON LEADERSHIP CENTER®

“LET US SHARE THE POWER OF CULTURAL TRANSFORMATION”



Jennifer Blackmon

Corporate Director, Culture Transformation
The Ritz-Carlton Leadership Center

18 Years of Service with Ritz-Carlton

As Corporate Director of Culture Transformation for The Ritz-Carlton Leadership Center, Ms. Blackmon is dedicated to sharing her passion for The Ritz-Carlton brand, its philosophy and culture. She has enthusiastically addressed thousands of individuals conveying the mission, vision and processes of the company. For Jennifer, the most rewarding time spent is in nurturing and growing the talent of others.

Jennifer began her career in hospitality over 30 years ago, where she found her passion for serving others within the food and beverage industry. As Corporate Director of Sales for a regional restaurant group, she led service teams and designed numerous special events growing the division by 400%.

As a Ritz-Carlton veteran since 1995, Jennifer has held numerous leadership and executive roles within the organization. In 2001 she became the Director of Catering and Conference Services. Jennifer then transitioned to the role of Director of Sales and Marketing at The Ritz-Carlton, Phoenix where she led the hotel to its best financial performance since opening. Her strong belief in leadership through example and building trust in teams was apparent with the division's 6 year average score of 99% Employee Engagement.

Jennifer played an integral role in developing Ritz-Carlton's social responsibility programs, Community Footprints, at the Phoenix property and continues to proudly support many worthy non-profit organizations through committee work and volunteering with her family and peers.

Achievements

In 2001, Jennifer became the Director of Catering and Conference Services and led her team to be recognized as the Ritz-Carlton Regional Team of the Year. The team also held a top 10 ranking in the company for customer satisfaction for 5 consecutive years.

*“You must be the
change you
wish to see
in the world.”*

– Mahatma Gandhi

The Ritz-Carlton
Leadership Center
works with companies
interested in benchmarking
the business practices
that earned The Ritz-Carlton
two Malcolm Baldrige
National Quality awards
in 1992 and 1999.



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training TOP10 Hall of Fame



Awards and Recognition

The Ritz-Carlton was named the number one company by *Training* magazine in its “Training Top 125” 2007 survey. The coveted listing selects the 125 best global companies for employee-sponsored workforce training and development. The Ritz-Carlton was named into *Training Magazine’s* Top 10 Hall of Fame in 2008.

In addition, The Ritz-Carlton Hotel Company L.L.C., which operates five-star resorts and luxury hotels worldwide, has received numerous major awards from the hospitality industry and leading consumer organizations. Here’s a list of several of the most recent awards:

- *Conde Nast Traveler*: Readers' Choice Awards – Best in the World (2012)
- *U.S. News & World Report* 2012- Best Hotels in the USA
- *Conde Nast Gold List* 2012
- *Conde Nast Traveler*: Readers' Choice Awards – Best in the World – (2011)
- *Conde Nast Traveler* : Top 270 Spas in North America, the Caribbean and Hawaii
- *Travel & Leisure* 500 – World's Best Hotels In 2011
- AAA Five & Four Diamond Awards 2012
- *Forbes* Travel Guide - Five & Four Star Hotels 2012

Additional Awards

- *Robb Report* – Best of the Best 2012: Hotels: The Ritz-Carlton, Hong Kong
- *Travel + Leisure* – 2012 Social Media In Travel + Tourism Awards (SMITTYS) – Best use of a Social Media Platform Award by a global hotel or a resort chain – The Ritz-Carlton Hotel Company - Global Guest Days initiative on Twitter (www.twitter.com/ritzcarlton)
- *Travel + Leisure* – 2012 Social Media In Travel + Tourism Awards (SMITTYS) – Best use of a Social Media Platform Award by a hotel or resort – The Ritz-Carlton Resorts of Naples - Facebook (www.facebook.com/ritzcarltonnaples)
- Readers of *Travel Weekly* Magazine vote The Ritz-Carlton Hotel Company Best Luxury Hotel Chain in 2011