



EXTRAORDINARY SERVICE OF THE RITZ-CARLTON DESTINATION CLUB

As described by a Member expressing their appreciation for the Member Services ladies and gentlemen – Their favorite Member Services manager, who they are convinced was placed on this Earth for the sole purpose of helping their family have great vacation, is always very caring, helpful, professional and patient.

Aspen Highlands

A Member wanted to propose to his girlfriend while he was on vacation, so it had to be extra special. Calling on the Club Gallery, a Ritz-Carlton employee kindly connected him with the chef at the Coconut Cove restaurant. The chef and the Member together arranged a romantic dinner for two on the beach. Everything was set. However, on the evening of the proposal, the weather was cloudy and rainy. The Member was upset, but the chef had a back-up plan. He decided to set up the romantic dinner inside the residence. While the musician played, the chef cooked the couple dinner right at the table. The chef went the extra mile to find a new location for an extra special proposal dinner, and she said, ‘yes!’

St. Thomas

One member experience concierge clips local magazine and newspaper articles for her Members, based on their personal interests, and mails them throughout the year so they can make plans for their next visit.

Aspen Highlands

The daughter of an Abaco Club Member lost her blanket and stuffed pig while visiting the property, but fortunately was quickly located by an employee. The daughter wrote, “I don’t know what I’d do without them. It was really amazing that you did what you did. I’ve had this blanket all my life.”

The Abaco Club

It was the night before Christmas at The Ritz-Carlton Club, Bachelor Gulch. Not a Member was stirring, not even a mouse...when the member experience concierge received a call. It was a Member stating it was their family tradition to leave goldfish crackers as a snack for Santa’s reindeer. They asked the concierge to sneak and take away some of the goldfish crackers to keep their Christmas tradition alive. Quickly, the ladies and gentlemen swung into action by not only removing the crackers, but calling a snow cat to the site to provide enough light to see the goldfish crackers and they left behind special hoof prints.

Bachelor Gulch

One of our Members and his party arrived with fresh Wahoo, a local fish, which they caught just before returning to the Club. With no local restaurants offering to prepare the fresh catch, the clubhouse culinary team stepped in, fulfilling the Member’s wish with four variations of sashimi made from the Wahoo.

The Abaco Club

The marketing supervisor was taking a walk one afternoon when the property's catamaran was pulling up. As the passengers were unloading, one of the guests lost his sunglasses in the water. The Ritz-Carlton Club employee told the guest not to worry that he would help find his sunglasses. Rushing to the aquatics center to get a snorkel and mask, he searched underwater for about 30 minutes. He eventually found the sunglasses and delivered them to the appreciative guest's residence.

St. Thomas

A Member was registered to participate in this year's Golf School, so they arranged a special trip to Florida just to be a participant. The night before his trip, the Member was involved in a car accident and was hospitalized. He survived the crash, but was going to miss the trip to Jupiter. The assistant golf professionals heard about the accident and took it upon themselves to prepare a Golf School binder especially for the Member signed by the golf staff and full of lesson notes, golf swing advice and a complete manual. The Member received the binder at the hospital and couldn't believe they sent it to him. According to the Member, "The manual provided me with great reading material while I was hospitalized, and it really sparked my passion for the game of golf."

Jupiter

"After a difficult time dealing with their daughter's untimely passing, a Member decided to go to the island resort for some rest and relaxation. Their membership executive had previously alerted Member Services of the family's situation and asked them to take extra special care of them. After their vacation, the Member complimented the team, "They went the extra mile to accommodate my requests, and we look forward to future interaction with them."

St. Thomas

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