

Das kann zu  
60 original

bei Bildern?

### THREE STEPS OF SERVICE

1.  
A warm and sincere greeting.  
Use the guest's name.
2.  
Anticipation and fulfillment  
of each guest's needs.
3.  
Fond farewell.  
Give a warm good-bye  
and use the guest's name.

### MOTTO

*"We are  
Ladies and  
Gentlemen  
serving  
Ladies and  
Gentlemen"*

### THE EMPLOYEE PROMISE

At The Ritz-Carlton, our  
Ladies and Gentlemen are the  
most important resource in our  
service commitment to our guests.

By applying the principles of  
trust, honesty, respect, integrity  
and commitment, we nurture  
and maximize talent to the  
benefit of each individual  
and the company.

The Ritz-Carlton fosters a work  
environment where diversity is  
valued, quality of life is enhanced,  
individual aspirations are fulfilled,  
and The Ritz-Carlton Mystique  
is strengthened.



AL BUSTAN PALACE  
A RITZ-CARLTON® HOTEL

### CREDO

The Ritz-Carlton is a  
place where the genuine care  
and comfort of our guests is  
our highest mission.

We pledge to provide the finest  
personal service and facilities  
for our guests who will always  
enjoy a warm, relaxed, yet  
refined ambience.

The Ritz-Carlton experience  
enlivens the senses, instills  
well-being, and fulfills even  
the unexpressed wishes  
and needs of our guests.