

THE RITZ-CARLTON HOTEL COMPANY, L.L.C.

Leadership Center

"STRENGTHENING YOUR BUSINESS IS OUR PLEASURE"

PROUDLY RECOGNIZES

Joanne Stevens

FOR SUCCESSFUL COMPLETION OF

Exceeding Expectations in Residential Management

Nicola C. DeB... 11/2011
VICE PRESIDENT, LEADERSHIP CENTER DATE

Judith Keuber 11/2011
FACILITATOR, LEADERSHIP CENTER DATE



THE RITZ-CARLTON®