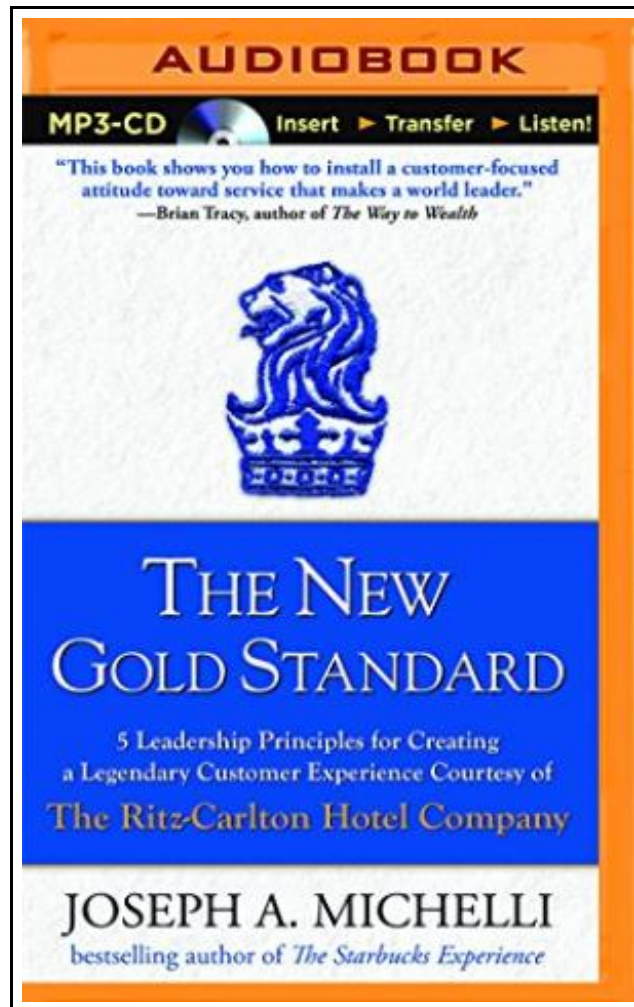


The New Gold Standard: 5 Leadership Principles for Creating a Legendary Customer Experience Courtesy of the Ritz-Carlton Hotel Company



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(Ms. Teagan Osinski III)

THE NEW GOLD STANDARD: 5 LEADERSHIP PRINCIPLES FOR CREATING A LEGENDARY CUSTOMER EXPERIENCE COURTESY OF THE RITZ-CARLTON HOTEL COMPANY



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