



THE RITZ - CARLTON

January 2016

Dear Sir/Madam;

The Ritz-Carlton Hotel Company has contract the services of Jo-Anne Hill in various forms ever since 2009. From facilitating Customer Focus groups for our top customers to helping successfully launching hotels such as The Ritz-Carlton, Toronto, Montreal and Budapest as well as a helping to manage the transition of The Ritz-Carlton, Chicago, Jo-Anne's involvement in Sales & Marketing has been invaluable.

Her strategic approach while at the same time, keeping all of the key stakeholders from hotel owners, senior executives to the administrative staff informed and engaged ensured each person has clear direction and guidance. Jo-Anne's ability to quickly develop a rapport and credibility based not only on her extensive knowledge of the luxury hotel industry but also with her confident presence, has meant each project has been successful and employees involved have been happy throughout the process – a difficult task especially when major change is underway.

On behalf of The Ritz-Carlton Hotel Company, we support Jo-Anne Hill and JH Hospitality and look forward to engaging her services again in the very near future.

Warmest regards,

John Harper

VP Sales