

Jennifer Blackmon Introduction

Jennifer is an international speaker addressing 10,000s of thousands of individuals in 28 countries over the last 18 years.

With 4 decades of hospitality experience and nearly 25 years with The Ritz-Carlton Hotel Co, she is passionate about sharing the strategic best practices of delivering amazing service that differentiates a business and drives results.

As an Executive, leader, and operator, her personal Ritz-Carlton accomplishments include top 10 in customer satisfaction for the company for 8 consecutive years and a nearly perfect score of 99.6% in employee engagement for 6 consecutive years.

Jennifer does not just talk a good game, she has personally delivered the same successful best practices that we will be hearing about now.

Let's please welcome, JenniferBlackmon.