

## **Northern Virginia-based Olde Towne Pet Resort Senior Management Receive Elite Training at Renowned Ritz Carlton Leadership Center**

*Executive Management at Upscale Pet Resort in Springfield and Dulles Extend Their Own "Five Star Journey to Service Excellence" Mission*

**October 26, 2011 -- Springfield, Virginia** -- The executive staff and General Managers at Olde Towne Pet Resort, with pet resort locations in Springfield and Dulles, Virginia, have successfully completed the highly-esteemed leadership training provided by the Ritz Carlton's Leadership Center.

The Leadership Center is a resource for leading organizations interested in benchmarking many of the business practices that led to The Ritz-Carlton Hotel Company, L.L.C. becoming a two-time recipient of the Malcolm Baldrige National Quality Award. Leadership training participants gain knowledge and information that transcends all industries and all levels of an organization.

"Although our guests are canines and felines, nevertheless we too are in the hospitality arena. Who better to provide elite leadership training and share best industry practices to our hospitality executives than the Ritz Carlton," shares Leah Fried Sedwick, President of Olde Towne Pet Resort. "It's a high priority to each member of our senior staff to ensure the utmost quality in any and all aspects of our premier pet resort operations. Our patrons expect nothing but the best from us. We want very much to not only meet but also to exceed our customers' elevated service expectations."

Steve Jones, President of Fried Companies (the developer of Olde Towne Pet Resorts) says "The Ritz Carlton's very own 'Five Star Journey to Service Excellence' tenet is one we want to benchmark and implement here at our pet resort facilities. We believe the prestigious leadership training we have received will help our management better administer our talented workforce as we seek to provide a consistent service-excellence culture."

### **About Olde Towne Pet Resort**

For more than 9 years, the Olde Towne Pet Resort (OTPR) has provided quality boarding and spa services for dogs and cats in Fairfax County. With locations in both Springfield and Dulles, Virginia, OTPR is known to spare no detail to ensure the utmost of comfort, safety and joy for its customers' pets. For more information about OTPR, please visit <http://www.oldetownepetresort.com>.

### **About The Ritz Carlton**

The Ritz-Carlton is named the number one company by Training magazine in its "Training Top 125" 2007 survey. The coveted listing selects the 125 best global companies for employee-sponsored workforce training and development. A winner in 1992 and 1999 of the Malcolm Baldrige National Quality Award, The Ritz-Carlton Hotel Company moved up from their 2006 number four Training ranking to score top honors this year. For more information, please visit <http://corporate.ritzcarlton.com/en/LeadershipCenter>.