

Overview:

Ritz-Carlton is a leader in the service industry when it comes to accommodations. They emphasize service as an integral component in every position regardless of the position level. Part of their training for employees is called “The Gold Standard.” This list emphasizes their commitment for being the best in the service industry.

Here is a list of their service values:

Service Values: I Am Proud To Be Ritz-Carlton

1. I build strong relationships and create Ritz-Carlton guests for life.
2. I am always responsive to the expressed and unexpressed wishes and needs of our guests.
3. I am empowered to create unique, memorable and personal experiences for our guests.
4. I understand my role in achieving the Key Success Factors, embracing Community Footprints and creating The Ritz-Carlton Mystique.
5. I continuously seek opportunities to innovate and improve The Ritz-Carlton experience.
6. I own and immediately resolve guest problems.
7. I create a work environment of teamwork and lateral service so that the needs of our guests and each other are met.
8. I have the opportunity to continuously learn and grow.
9. I am involved in the planning of the work that affects me.
10. I am proud of my professional appearance, language and behavior.
11. I protect the privacy and security of our guests, my fellow employees and the company's confidential information and assets.
12. I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.

What emphasis should service have within the realm of Christianity? We read in John 13 that Jesus was willing to wash His disciples’ feet as an example of serving one another. He tells the disciples that they are to do for others what He has done for them. Sometimes people refrain from serving because they believe someone else will take care of it. The “someone else’s service opportunity” has infiltrated the church. Jesus set the example. No matter our role or position we need to have a heart for service.

Bible Study: John 13:1-17

1. Why do secular companies such as the Ritz put such an emphasis on creating an environment of service?
2. Read John 13:13-17. Discuss what you think was going through the minds of the disciples as their rabbi washed their feet.
3. Jesus could have just given a lesson about serving others. Why was it so important for Him to show the disciples what it means to serve?
4. Picture this scene of Jesus going around washing feet. If you were sitting at that table would you be like Peter and hesitate to have Jesus wash your feet? Why or why not?
5. What are some ways, in or out of the church, that you find fulfillment in serving?
6. What role does service have in helping believers grow spiritually?

7. Read over the “Service Values.” Discuss as a group 5-12 Service Values that should be found within a church and within an individual believer. You can use the ones from the Carlton as a template.