Dear Member,

Greetings from beautiful St. Thomas! That old saying, "April showers bring May flowers" seems to be ringing true. With spring upon us, the vibrant tropical flowers are blooming all around the resort. I hope you are enjoying this time of renewal wherever you may be.

In this newsletter, you will read about upcoming St. Thomas events recommended by your Member Experience Concierge team. We are excited to continue to develop new events and onsite activities for the whole family to enjoy and to welcome you back to St. Thomas to enjoy the island's most notable attractions.

I am proud to announce Member Satisfaction Scores for both The Ritz-Carlton Club, St. Thomas and Grand Palazzo Club continue to be the highest in the Club's history. We thank all our Members for their continued support. We have also received positive feedback from Members who have enjoyed our enhanced services and refurbished Club residences and elevators. We appreciate your feedback.

On the following pages, you will learn about leadership announcements and the faces of the newest Ladies and Gentlemen on our team. I believe our Ladies and Gentlemen and the genuine care they show our Members are one of the primary reasons you enjoy coming home to The Ritz-Carlton Club as often as you can.

Please feel free to contact me with any questions. We hope to see you home in St. Thomas again soon!

Warm regards,

Craig Sacco
General Manager
The Ritz-Carlton Club, St. Thomas
Coming Soon:

The Ritz-Carlton Club, St. Thomas Mobile App

The Ritz-Carlton Club, St. Thomas mobile app will go live in June. Our Members and guests will be able to check in, check out, request service such as housekeeping amenities, etc. all from the convenience of their smart phone. More information on this new service option is forthcoming.

Grand Palazzo Club Weekly Event

Taco Lunch Special

Grand Palazzo Club is now hosting a Taco Lunch Special Tuesdays through Fridays. The event is held on the lawn by Pelican's Beach Bar. We invite you to enjoy this new "grab and go" style lunch featuring a variety of taco options with a gorgeous beach view.

Community Footprints

2017 Plans

Our Ladies and Gentlemen’s plan to support the community and the environment by focusing on three areas in 2017: child well-being, hunger and poverty relief, and environmental responsibility. Yellow Cedar Home, United Way, The Boys & Girls Club and Bethlehem House for the Homeless will benefit from our Community Footprints plans.
Meet Our New Ladies and Gentlemen

Eric Gooch
Eric joined our Recreation team in November. Prior to working at The Ritz-Carlton Club, Eric worked at Stanley Black and Decker where he was Product Manager. Eric is from Cleveland, Ohio. He graduated from John Carroll University with a degree in Communications and attended East Carolina University for his MBA. Outside of work, Eric enjoys spearfishing, sailing, and riding his scooter around the island. Eric has travelled to 52 countries and hopes someday that he will have visited every country!

Jessica Charles
Jessica joined us in December as Retail Attendant. Before arriving at the Club, she worked in Charlotte Amalie at the Caribana Retail store. Jessica attended school to become a Clinical Medical Assistant and took courses in phlebotomy. When not at work, she volunteers at the local library with her son. She enjoys travelling to the different islands and to the States. Her goal is to someday operate her own holistic business.

Paula Archibald
In February, Paula Archibald joined the Housekeeping team as a Turndown Attendant. Before joining us, Paula worked as a customer service professional with Westin Hotel, St. John for over 20 years. In addition, Paula actively participates in cleaning services and projects with various villas and hotels on the island. Paula enjoys cooking and going to the beach in her free time. We are fortunate to have Paula's upbeat personality and friendly smile on our team.

Jacqueline Joseph
Jacqueline Joseph joined the Housekeeping team as a Turndown Attendant in December. She previously worked as Accountant at Coral World Ocean Park and enjoys working in roles where she can engage with customers. Jacqueline loves to read and play games on her tablet in her free time. Her professionalism and genuine care for her Members and Guests is very much appreciated by her team, as well as the Members and Guests with whom she interacts.

Yafet Molina
In December, Yafet Molina transferred to the Club from The Ritz-Carlton, Puerto Rico. As Housekeeping Supervisor, Yafet brings a wealth of experience with focus on public areas. Yafet takes pride in his work and is eager to learn and grow in all areas of housekeeping operations. Yafet loves to relax on the beach and travels home to Puerto Rico on his days off, an easy journey with Puerto Rico only 20 minutes flying time.
Club Leadership Announcements

Daniel Berner
I am pleased to announce the promotion of Daniel Berner, formerly Operations Manager at The Ritz-Carlton Club, Lake Tahoe, to the new role of Club Services Manager. Originally from Reno, Nevada, Daniel began his career with The Ritz-Carlton as a Bellman in 2010 at The Ritz-Carlton Club, Lake Tahoe. While completing his Business Management degree at The University of Nevada, Reno he continued to work as a bellman and Ski Valet Supervisor at The Ritz-Carlton, Lake Tahoe. In 2012, he returned to the Club as Operations Supervisor and in 2014 transitioned to the Operations Manager role.

As Operations Manager, Daniel was responsible for the Front Office, Housekeeping, and Engineering and was part of the team which consistently ranks best in the brand for Member Satisfaction year over year. His team was awarded the Snowflake Cup (Mountain Property special award) four consecutive years and 2015 Community Footprint Club of the Year. Daniel served on the resort’s Community Footprints, Innovation, and REACT committees. He was nominated for the prestigious 2015 J. Willard Marriott Award of Excellence as well as Leader of the Quarter for the first quarter of 2016.

Philip Aldrich
I am pleased to announce the promotion of Philip Aldrich, formerly Guest Services Supervisor at The Ritz-Carlton Club, St. Thomas to his new role of Asset and Governance Manager. Originally from Memphis, Tennessee, Philip began his career with The Ritz-Carlton Club, St. Thomas as a Bellman in 2013. Shortly after joining the team, his talent for guest engagement and leadership quickly earned him a promotion to Supervisor. Philip led the Guest Services team from 76.1% member satisfaction to 89.9%. Prior to joining The Ritz-Carlton Club, Philip held several ski shop positions in both Idaho and Colorado, as well as bellman in Denali, Alaska. He is well known for his walk across the United States with a goat to raise funds and awareness for his favorite charity.

Philip is responsible for project management as we continue to bring new enhanced experiences to the Club. In addition, he will manage fiduciary responsibilities with our Board of Directors, as well as Board relations.
Upcoming Events

King of the Wing Contest
Saturday, June 10, 2017, 12:00 Noon - 5:00 p.m.
The 8th Annual King of the Wing on Magen's Bay Beach is one of the most anticipated annual culinary events in the U.S. Virgin Islands. Teams serve their own style of chicken wings judged on taste, appearance and originality. The winner takes home the prestigious 'King of the Wing' title. For more information regarding participation, interested parties may email kingofthewingvi@gmail.com or visit the King of the Wing Facebook page.

28th Annual Bastille Day Kingfish Tournament
Sunday, July 17, 2017, 5:30 a.m. – 12 Noon.
The Northside Sport Fishing Club is pleased to host this popular tournament, which last year attracted 210 anglers, including 33 junior anglers, aboard 63 boats. Prize categories include Largest Kingfish (last year's winner a 31.55-pounder), Best Boat, Best Captain, Best Male, Best Female, Best Junior Male, Best Junior Female and other fish species such as Largest Barracuda, Bonito and Mackerel. At the conclusion, the beachside party begins at Hull Bay Hideaway with food, local bands and fun lasting up until the awards ceremony. The tournament is held in observation of the island's French heritage, and is one of the reasons why Hotwire.com named St. Thomas, U.S. Virgin Islands one of the Top 10 destinations in the world to celebrate Bastille Day. The tournament benefits the Joseph Sibilly School, My Brother's Workshop and the Family Resource Center and provided educational scholarships as well.

Reichhold Center for the Arts presents Brandy
October 15, 2017, 8:00 p.m. - 11:00 p.m.
Brandy, singer, songwriter, record producer and actress whose self-titled debut album went quadruple Platinum and sold six million copies worldwide, is coming to the island. The actress starred in the sitcom Moesha as the title character, which lasted six seasons. She resumed her music career in 1998 with the widely successful duet with fellow R&B contemporary Monica, “The Boy is Mine.” Her second album, 'Never Say Never' sold 16 million copies worldwide, featured two number one singles, and earned her a Grammy. Tickets are available by contacting your Member Experience Concierge. The Reichhold Center is located at 2 John Brewers Bay.

Paradise Jam Basketball Tournament
November 18 - 26, 2017
Men's and Women's college basketball teams visit St. Thomas to engage in friendly pre-season competition in an exotic island setting. The tournaments (both men and women) are held annually in the 4,000-seat University of the Virgin Islands Sports and Fitness Center and are broadcast live on Fox College Sports. For more information, search online for Paradise Jam.
Member Exclusive Offer

Spa Offer in Half Moon Bay

You are invited for a relaxing Northern California retreat, with complimentary spa treatment add-on during your week-day stay at The Ritz-Carlton, Half Moon Bay through May 31, 2017. Feel refreshed with an exclusive offer to receive an additional 30-minutes with any week-day purchase of a 50-minute massage or facial.

As the San Francisco Bay Area's only oceanfront resort, The Ritz-Carlton, Half Moon Bay is perched atop a rugged bluff overlooking 50 miles of pristine California coastline. The timeless oceanfront estate provides guests with a relaxed yet refined experience. Just 20 miles southwest of San Francisco International Airport, the hotel provides a magnificent backdrop for a getaway along the coast. The diverse, vibrant atmosphere of the idyllic property includes world-class beaches where guests relax in the sand and surf or partake in other ocean activities including surfing, paddle boarding and tide pool viewing.

Surrounded by rich natural resources and beauty, luxury comes with a distinctly local touch. Craft s’mores over an open fire on a private terrace or tee off on two championship golf courses that are as beautiful as they are well-designed. Discover the nourishing benefits of pumpkin at the spa, where, with the tranquil sound of crashing waves and beauty of the coast, the outside world is shut out and guests immerse themselves in an experience intended to not only heal the body, but also rejuvenate the spirit.

To reserve, please contact Member Services at 888.220.2084 and mention the "Half Moon Bay Residence Owner Spa" offer. Valid for week-day 50-minute massages or facials only for Residence Owner guests staying at the hotel, based on spa availability.

The Ritz-Carlton, Half Moon Bay