



THE RITZ-CARLTON CLUB AND RESIDENCES
SAN FRANCISCO

To Whom It May Concern,

I am pleased to offer this testimonial for Tom Flick, whom I have had the pleasure of working with for the past three years.

At our annual Ritz-Carlton corporate global meetings, Tom spoke to our group about the significance of personal growth, our impact as leaders, how to embrace change, the importance of teamwork and our underlying values. In subsequent meetings at our offices around the country, Tom has very effectively educated, encouraged and inspired our associates to embrace the key fundamentals of building a successful Legacy Team.

In January, Tom assisted us in establishing the culture and foundation for our newest project, The Ritz-Carlton Club and Residences, San Francisco and again his work fulfilled all my expectations. Our team really enjoys every session with him and most importantly, they are still talking about his messages and applying his concepts. You know a strong impact has been made when they continue to ask me, "How soon is Tom coming back?"

Tom will be working closely with us throughout the year and into the next to ensure we maximize our performance while remaining focused on our overall vision. He is an integral part of the team and we are looking forward to his next visit.

Warmest Regards,

Robert van Dijk

Robert van Dijk
Director, Marketing and Sales
The Ritz-Carlton Club and Residences, San Francisco