



## Employer Award

### Ritz-Carlton Golf Resort, Naples

The Ritz-Carlton Golf Resort, Naples is one of Florida's top-rated golf resorts, offering luxury amenities and two 18-hole Greg Norman-designed golf courses. The staff of 260 prides itself on its closeness and its spirit of teamwork.

"It really is truly a family here," says Assistant Human Resources Director Karen Hooper. "We're small enough that we can be more personalized, so truly everyone knows everyone's name, and everyone looks out for each other."

In addition to cultivating a family environment, that spirit of teamwork also makes The Ritz-Carlton Golf Resort an ideal employer for people with disabilities.

"We call it our 'community footprints,'" says Karen. "It's not about just providing a product for our guests. It's also about giving back to areas that are not so fortunate, or looking to ways we can help the environment, or partnering with agencies like Goodwill Industries."

"The Ritz wanted to get more involved in the community, and they contacted Goodwill to become involved in some of our programs," explains Goodwill Employment Consultant Enas Bendeck. "I had a meeting with the entire human resources department. I walked away knowing that they really wanted to make a difference in the community, and were ready to step up to the plate to support our mission."

In April 2011, the resort hired its first Goodwill client, Matt Davis, who is also a 2011 Breakthrough Award Winner.

The Ritz Carlton Golf Resort values diversity in its employees, known throughout the company as "ladies and gentlemen," who come from many cultures and backgrounds. Employees with disabilities also provide that same sense of diversity to the staff.

"Diversity is humanity, it's like beauty," explains Vil Bissanthe, a Stewarding Supervisor at the resort. "Diversity helps the team be a stronger team, and be a more successful team."

"Everyone deserves to be given a chance," concludes the resort's Human Resource Generalist Lucia Gonzalez. "And this company does it."