



THE RITZ-CARLTON

ALMATY

News

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Changing the Lifestyle of the City: The Ritz-Carlton, Almaty Celebrates its Sixth Birthday

Right in time for its 6th birthday celebration The Ritz-Carlton, Almaty has collected some truly outstanding achievements. The satisfaction rate from Ladies and Gentlemen (guests) went up by 6,2 % comparing to last year. In 2019 SEVEN Bar & Restaurant, the first fine-dining restaurant in the country, opened on the 28th floor of the hotel, along with Altitude, the new banquet hall, and Executive Chef of the Ritz-Carlton, Almaty Ismail Alcaiy was named the best chef in the Award of Culinary Excellence.

Since its opening in 2013 The Ritz-Carlton, Almaty has established itself as a destination of the highest standard of service. One of the core values of Ladies and Gentlemen of The Ritz-Carlton, Almaty is creating unique, memorable and personal experiences for their guests. It is the place where the most important family celebrations, business meetings and conferences of the worldrenowned brands take place.

“The 6 year journey has been full of bright moments, important openings, significant achievements and hard work of our team, and it certainly wouldn’t be possible without our international guests. The Ritz-Carlton, Almaty is setting the bar high and dictating the trends in the hospitality industry, and it is an honor for us to be providing the finest personal services for visitors of Almaty,” Can Goktas, General Manager of The Ritz-Carlton, Almaty shares.

Analyzing the past year the hotel team is noticing a steady increase in the satisfaction rate among their guests. The 9 out of 10 rating makes the Ritz-Carlton, Almaty one of the leading hotels of the brand in Europe.

The largest number of guests staying at the Ritz-Carlton, Almaty in 2019 was from the United States, Russia and Great Britain. 90 % of them are traveling for business, and the other 10% for leisure.

The Ritz-Carlton, Almaty has released a loyalty program Club Connoisseur for its guests in October, which allows them to earn benefits and collect points when dining at restaurants at any of the hotels that a part of the program. The loyalty program member receives a 20% discount on food and

beverage when dining at one of the restaurants of The Ritz-Carlton, Almaty and 15% off at the restaurants of partner hotels. On top of that, the cardholder receives 15% discount on best available room rate when booking his or her stay at The Ritz-Carlton, Almaty or one of the partner hotels. Other complementary benefits of the loyalty program include a 75.000 KZT dinner certificate for two at SEVEN Bar & Restaurant, two afternoon teas, when dining as a party of 4 and above at The Lobby Lounge, an hour-long photoshoot with the photographer at the public areas of The Ritz-Carlton, Almaty, and a one-night room accommodation in a Deluxe Room. A Club Connoisseur cardholder is also eligible to redeem e-certificates for a bottle of champagne and baked goods from The Chocolate Shop.

Commenting on Club Connoisseur program Can Goktas said, "Commitment to excellence is in our DNA. Genuine care and comfort of our guests is our highest mission, and that is why we are always looking for ideas and ways to make a stay at The Ritz-Carlton, Almaty even more enjoyable. We hope that Club Connoisseur program are going to help our guests to experience the best of what The Ritz-Carlton, Almaty and the other partner hotels can offer."

The Ritz-Carlton, Almaty team is looking to promote Kazakhstan, Almaty in particular, as a popular travel destination among the guests from China, India and the UAE. They will also continue bringing renowned Michelin star chefs for culinary festivals, setting trends in the culinary world and changing the culinary culture of local audiences.

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About The Ritz-Carlton, Almaty

The Ritz-Carlton, Almaty is a magnificent symbiosis of modern luxury and traditional oriental hospitality. It is one of Kazakhstan's tallest hotels with a breathtaking panoramic view of the Southern capital. All 145 rooms are located on the upper floors of the Esentai Tower from 21 to 27. The five-star hotel offers its guests not only luxurious and elegant rooms for a comfortable stay, but also an exceptionally high level of service. Thanks to the elegant rooms and apartments, the luxurious Six Senses Spa and the delightful VISTA restaurant, The RitzCarlton, Almaty has a unique style, different from other hotels in Almaty. The chic interior, combining modern western design with traditional Kazakh elements of decoration, creates a visual intrigue, while the extensive collection of works of art within the hotel sound as the final note in understanding the rich and dynamic Kazakh culture. For more information about The Ritz-Carlton, Almaty, please visit www.ritzcarlton.com/almaty.

About The Ritz-Carlton Hotel Company, LLC

The Ritz-Carlton Hotel Company, L.L.C., of Chevy Chase, MD., part of Marriott International, Inc., currently operates more than 100 hotels and over 45 residential properties in 30 countries and territories. For more information or reservations, visit the company web site at www.ritzcarlton.com, for the latest company updates, visit news.ritzcarlton.com and to join the live conversation, use #RCMemories and follow along on [Facebook](#), [Twitter](#), and [Instagram](#). The Ritz-Carlton Hotel Company, L.L.C. is a wholly-owned subsidiary of Marriott International, Inc. (NASDAQ:MAR). The Ritz-Carlton is proud to participate in Marriott Bonvoy, the new name of Marriott's travel program replacing Marriott Rewards®, The Ritz-Carlton Rewards®, and Starwood Preferred Guest® (SPG). The program offers members an extraordinary portfolio of global brands, experiences on Marriott Bonvoy Moments and

unparalleled benefits including earning points toward free hotel stays and nights toward Elite status recognition. To enroll for free or for more information about the program, visit MarriottBonvoy.marriott.com.