



NEWS

THE RITZ-CARLTON

CLEVELAND

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THE RITZ-CARLTON, CLEVELAND WELCOMES NEW GENERAL MANAGER BRENDA SAPP



CLEVELAND, OHIO – March 8, 2022 – [The Ritz-Carlton, Cleveland](#) is pleased to announce the appointment of Brenda Sapp as General Manager. Bringing an illustrious thirty-year luxury hospitality career to the Forbes Four Star, AAA Four Diamond hotel, Sapp will oversee all operations for the 206-room luxury hotel.

A Florida native, Sapp began her esteemed career with The Ritz-Carlton Hotel Company in 1991 at The Ritz-Carlton, Amelia Island. A veteran luxury hotelier who has extensive experience overseeing food and beverage and hotel operations with The Ritz-Carlton, Sapp has held numerous senior management positions at various properties, including, The Ritz-Carlton, Charlotte, The Ritz-Carlton, Washington, DC, The Ritz-Carlton, Lake Oconee The Ritz-Carlton, Charlotte. Prior to joining The Ritz-Carlton, Cleveland, Sapp served as Hotel Manager for The Ritz-Carlton, Bachelor Gulch. Under her leadership, the hotel exceeded financial and guest satisfaction goals, earning numerous accolades.

Recently relocated to Cleveland and residing outside of Downtown, Sapp is thrilled to join The Ritz-Carlton, Cleveland team and the prestigious Ladies and Gentlemen. “My goal at The Ritz-Carlton, Cleveland is to continue the legacy of excellence with my commitment to exceptional service and the highest level of operational productivity to enhance loyalty to the iconic hotel,” said Sapp. “It is a great honor to lead the vision at Cleveland’s premiere luxury property.”

With her respectable 30-year career in the hospitality industry and extensive knowledge and experience of The Ritz-Carlton, Sapp is a great asset to The Ritz-Carlton, Cleveland. With her leadership, the hotel will continue to provide memorable legendary Ritz-Carlton experiences and uphold the traditions that hallmarks the brand, while striving to further enhance service quality and brand value in the future.

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About The Ritz-Carlton, Cleveland

The 206-room Ritz-Carlton is located at 1515 West Third Street in the heart of downtown, adjacent to Rocket Mortgage FieldHouse-- home base for the world champion Cleveland Cavaliers. The Forbes Four Star, AAA Four Diamond hotel is also located just moments from the Rock & Roll Hall of Fame, Progressive Field, FirstEnergy Stadium and, for shoppers, Tower City Center directly adjoining the hotel.

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 <http://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.