

To: David, Sean [REDACTED]
From: Lesley Groff
Sent: Wed 9/23/2015 8:31:39 PM
Subject: Re: Your Upcoming Stay at the Ritz-Carlton Club, St. Thomas

The form may actually arrive to you tomorrow! But it will be before Friday!

Sent from my iPhone

On Sep 23, 2015, at 2:50 PM, David, Sean [REDACTED] wrote:

Good Afternoon [REDACTED]

I am delighted to welcome you to the beautiful island of St. Thomas. My name is Sean David and I will be your Personal Concierge during your stay with us. I look forward to meeting you and working to ensure that your vacation is nothing short of perfect. The weather has been absolutely gorgeous and the Caribbean waters are clearer than ever. Your little slice of heaven surely awaits you in a couple days.

According to your reservation, you are scheduled for arrival on Thursday, September 25th and departing on Friday, October 26th, staying in a beautiful two-bedroom residence. For planning arrangements, check-in time is 4:00 p.m., and check-out time is 11:00 a.m.

The Grand Palazzo Club, is our on-site restaurant located on the 5th floor of Gardenia and serves breakfast and dinner daily. They also host happy hour specials on a daily basis. Might I offer my assistance in creating any reservations?

I highly recommend making arrangements in advance to ensure your preferred activity times are available. It would be my pleasure to assist you with any dining reservations, spa appointments, transportation needs, Ambassador of the Environment reservations or anything additional that you may require during your stay. Please visit our [Concierge Interactive Guide](#) for more details about the various leisure activities we have to offer at our Club.

In order to prepare for your upcoming arrival, allow me to ask you the following questions:

- What time should we expect you on Thursday, September 25th?
- What are the names of your guests who will be joining you? Will they be providing their own credit card for their incidentals?
- Would you care to have your residence pre-stocked with any groceries? If so, please utilize our web-interactive, online grocery program: [Fresh Foods VI](#)
- Will you need any transportation pre-arranged from the airport? If so, you can certainly reserve a private taxi through [Kelly's Taxi's](#) services.
- Are we celebrating a special occasion during your stay in St. Thomas?
- In preparing your residence for your arrival, is there anything I should note for the Housekeeping team?
- Would you require any beds split or joined together?
- Would you be needing a crib, high chair, rollaway or sofa bed made up?

Mrs. Groff, we very much look forward to welcoming you in the coming days. Should I be of any further assistance, please do not hesitate to contact me. I look forward to meeting you upon your arrival.

Warm Regards,

Sean J. David
Member Experience Concierge
The Ritz-Carlton Club, St. Thomas



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