

CEP Magazine – July 2019

Discover how the 10/5 rule can make you wildly effective

By Kristy Grant-Hart

Kristy Grant-Hart (kristygh@sparkcompliance.com) is the Managing Director of Spark Compliance Consulting in London, and author of the book, How to be a Wildly Effective Compliance Officer.

- ComplianceKristy.com
- twitter.com/KristyGrantHart
- linkedin.com/KristyGrantHart

If you're ever lucky enough to stay in a Ritz-Carlton hotel, you may think it's the plush towels and comfy bedding that make the place so special, but it has more to do with service than with swimming pools. The Ritz-Carlton hotels franchised a policy called the 10/5 Way, which has made all the difference for their brand.

This document is only available to members. Please [log in](#) or [become a member](#).

[Become a Member](#) [Login](#)