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Marriott Vacations Worldwide Owner Services Recognized for Excellence in Customer Service

ORLANDO, Fla. – May 16, 2012 – Marriott Vacations Worldwide’s (NYSE: VAC) Owner Services was recently recognized with the inaugural American Resort Development Association (ARDA) Circle of Excellence “ACE” Award for Excellence in Customer Service at the annual ARDA Awards Gala at the 2012 Convention & Exposition held in Las Vegas, Nev.

“Receiving the first-ever Excellence in Customer Service ‘ACE’ Award is a testament to our dedicated associates’ commitment to and focus on our Owners,” said Ron Essig, vice president of Owner Services for Marriott Vacations Worldwide. “It is this dedication that has enabled us to reach high levels of success operationally and to consistently increase our customer satisfaction scores.”

Owner Services is home to more than 650 associates worldwide and focuses on providing excellent customer service to more than 420,000 Marriott Vacation Club, The Ritz-Carlton Destination Club and Grand Residences by Marriott Owners and Members in 14 languages around the globe. Last year, the team handled over a million in-bound calls and had a customer satisfaction rating of over 94 percent.

Owner Services prides itself in offering flexible work schedules that allow associates to balance their work/home life; internal advancement and career growth opportunities; and direct manager to associate relationships. Offices are located in Salt Lake City, Utah, with international offices in Mexico City, Mexico; San Juan, Puerto Rico; Singapore and Cork, Ireland.

About Marriott Vacations Worldwide Corporation

Marriott Vacations Worldwide Corporation is the leading global pure-play vacation ownership company. Through a spin-off in late 2011, Marriott Vacations Worldwide was established as an independent, public company focusing primarily on vacation ownership experiences. Since entering the industry in 1984 as part of Marriott International, Inc., the company earned its position as a leader and innovator in vacation ownership products. The company preserves high standards of excellence in serving its customers, investors and associates while maintaining a long-term relationship with Marriott International. Marriott Vacations Worldwide offers a diverse portfolio of quality products, programs and management expertise with more than 60 resorts and more than 420,000 Owners and Members. Its brands include: Marriott Vacation Club, The Ritz-Carlton Destination Club and Grand Residences by Marriott. For more information, please visit www.marriottvacationsworldwide.com.

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