

EXPECTATIONS

I WILL SHOW CARE

anticipate and fulfill needs ★ Acknowledge each person ★ Intentionally listen and respond appropriately ★ Give a warm greeting ★
We are givers extending empathy

I WILL REMAIN FLEXIBLE

provide quick service recovery ★ Find a gap and fill it ★ Support each other ★ use autonomy inside framework to problem solve.
We are rubber bands willing to do anything

I WILL HAVE FUN

Share a smile ★ have a joyful attitude ★ Show elements of your personality ★ keep interactions upbeat and positive.
We are thermostats setting the temperature

I WILL DELIVER WOW

Do little things really well ★ make personal connections with people ★ create surprise and delight moments ★ Think through non-verbal gestures
We are hosts delivering the extraordinary



guest services