

Core Values



Do the right thing



Show we care



Aim higher



Celebrate difference



Work better together

Do the right thing

We always do what we believe is right and have the courage and conviction to put it into practice, even when it might be easier not to. We are honest and straightforward and see our decisions through.

- **We keep our promises and we don't let people down**
- **We seek out the facts and trust our judgement**
- **We take decisions even when they're difficult**



Training Activity

- Welcome the group in the launch of core values.
- Welcome them in **Do the Right thing.**
- Explain them we will be discussing one value everyday.
- Refer to the front side of the card to explain the value.

Ask:

1. You have found a gold ring, what will you do?

Possible answers

- Call your supervisor
- Report to security
- Call duty manager.

Explain honesty and integrity is part of doing the right thing.

2. Will you promise something to the guest which you know you cant fulfil?
(Example: Promising an early check-in during full occupancy.)

Explain we should always under promise and over deliver.

Show we care

We want to be the company that understands people's needs better than anyone else in our industry. This means being sensitive to others, noticing the things that matter and taking responsibility for getting things right.

- **We treat people as individuals**
- **We look and listen for the little things that make a difference**
- **We use our experience to find new ways to deliver great service**



Training Activity

- Welcome the group to the second day of core values week.
- Remind the group of the first value and welcome them in **Show we care.**
- Refer to the front side of the card to explain the value.

Ask:

1. How can we care for our colleagues and guests?

Possible answers

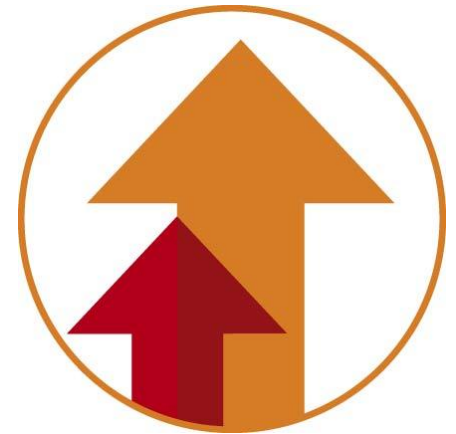
- By offering help or assisting our colleagues and guests.
- By greeting our colleague's everyday with smile and by using their Names.
- By remembering colleagues birthdays.
- By respecting their Religious festivities and National Days.
- By using Please, Thank you and my pleasure.

Explain all the above is part of our company value of show we care.

Aim higher

We aim to be acknowledged leaders in our industry, so we have built a team of talented people who have a real will to win. We strive for success and value individuals who are always looking for a better way to do things.

- **We put our hearts into learning new things**
- **We challenge ourselves and those around us**
- **We always look for ways to improve**



Training Activity

- Welcome the group to the third day of core values week.
- Remind the group of first and second value and welcome them in **Aim Higher**.
- Refer to the front side of the card to explain the value.

Ask:

1. How we can improve ourselves.

Possible answers

- Learning new things
- Sharing best practice
- Set professional and personal goals.
- Accepting feedback
- Reading books, surf internet
- Self confidence
- Healthy competition

Explain challenging our self will aid our improvement and will give us success.

Celebrate difference

We believe that it's the knowledge of our people that really brings our brands to life. While other companies may want to impose a rigid, uniform view of the world, we do not. Our global strength comes from celebrating local differences whilst understanding that some things should be kept the same.

- **We welcome different perspectives and listen to everyone's ideas**
- **We are respectful of all cultures and look to learn from others**
- **We play an active role in the communities in which we operate**



Training Activity

- Welcome the group to the fourth day of core values week.
- Remind first three values and welcome them in **Celebrate Difference**.
- Refer to the front side of the card to explain the value.

Ask:

1. What we should do on different Religious events?

Possible answers

- Respect each other beliefs
- Send greetings (handmade card or simply send text message).

Explain we should respect all religions.

Discuss: How about giving your old clothes or non usable items who probably needs them.

2. How would you feel if people around you are talking in the language you cant understand? **Possible answers**

- Frustrated / Angry / Bored.

Explain by using English we are respecting diversity.

Work better together

When we work together we are stronger. We're at our best when we collaborate to form a powerful, winning team. We listen to each other and combine our expertise to create a strong, focused and trusted group of people.

- **We work hard to develop excellent working relationships**
- **We think about what we do and how it might affect others**
- **We trust and support each other**



Training Activity

- Welcome the group to the last day of core values week.
- Remind the group of values and welcome them in **work better together**
- Refer to the front side of the card to explain the value.

Activity:

Ask the each member of the team **‘What is the best word to define yourself?’**

Capture all the answers on a flip chart and then appreciate the qualities within the team. Now explain that no one can have all the qualities and therefore we should work with each other with different strengths.

Also, explain with the strengths of the team we can work on our individual weakness.

Explain team success can be achieved by working better together.

You would need a flip chart and marker to do this activity

Bringing the Core
Values to life...