

# OUR CUSTOMER PROMISE

THE HOTEL & CONFERENCE SERVICES TEAM  
ARE COMMITTED TO PROVIDING  
EXCELLENCE AND MEETING OUR  
CUSTOMERS' NEEDS, WE PROMISE:

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## TO TREAT YOU WITH CARE & CONSIDERATION

- Care for our customers with a personal touch
- We will show enthusiasm, professionalism and respect
- Be open, upfront and listen to your needs



## TO MEET YOUR EXPECTATIONS

- Getting it right first time
- Deliver a professional service each time, every time
- Committed to using your feedback to improve our services

## TO KEEP YOU INFORMED

- Maintaining attention to detail in every communication with you
- Responding to you quickly and efficiently
- Review and improve our communication processes



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