

Phantom Lake YMCA Camp Staff Member **Commitment to Excellence:**

We create a friendly atmosphere:

- We always wear a smile
- We are here to make things easier for our guests.
- We place the guest and child first in our thinking and responsibility.
- We use friendly, courteous phrases when we speak
- We maintain a clean and neat appearance
- We never complain or mention operational or personal problems in the presence of customers.
- We exemplify the four sides of the square. In all that we do.

We give the Personal touch:

- We treat each guest as a special individual.
- We know a single good or bad experience can form a guest's impression of our overall performance.
- We address guests by their names whenever possible.

We know the answers:

- We respond cheerfully to all questions; immediately when we know the answers; as quickly as possible when we need to seek additional information.
- We do not send guests in circles or pass the buck when responding to a customer requests.
- We respond directly to telephone queries, and transfer calls only when absolutely necessary.

We are a Team:

- We maintain a friendly, informal atmosphere.
- We take our jobs seriously, but not ourselves. By having fun we help our guests have fun, too.
- All staff understands and strives to achieve their natural work group goals.
- All staff is empowered to resolve a problem of guest dissatisfaction and prevent a repeat occurrence.
- We communicate freely and openly with each other and with our guests.
- We understand that everyone is important to achieve our goals.

I understand that these are the guiding commitment to excellence principles that all staff of Phantom Lake YMCA Camp are held accountable for and expected to strive for.

Signature

Date