

Attributes for Service

Individuals working within Charles Pointe properties possess certain personal attributes that reinforce the vision and reputation for exceptional services. Employees are able to embrace hospitality values and blend them with a modern culture that benefits each guest and customer who visits our businesses.

<i>Dedicated</i>	We understand that to offer the best possible service, we must be both dependable and accountable for our actions. Our customers and our co-workers can rely on us.
<i>Responsible</i>	We take responsibility for the success for our efforts. Our customers can trust us to go above and beyond their expectations. We strive to have a work ethic that turns good service into great service.
<i>Knowledgeable</i>	We have a willingness to learn. We work with attention to details and try to anticipate customer needs. We stay informed so we can make intelligent decisions.
<i>Consistent</i>	We have a sincere desire to please. We follow service guidelines to provide each and every customer with a positive experience. We also incorporate a creative component to our work in order to contribute to enhancements throughout our organization.
<i>Communicator</i>	We provide and use the open door approach. We take time to speak with our customers, to be clear-speaking, and to listen. We follow up when necessary and recognize that good communication is a foundation for great service.
<i>Team Member</i>	We are flexible to work both independently and with others. We are receptive to change and compromise for the benefit of the customer. We look for appropriate solutions and work together to handle challenges in an attentive manner.
<i>Honest</i>	We take pride in our work and work as though we have a personal ownership in each and every customer. Additionally, we maintain the highest level of truthfulness.
<i>Motivated</i>	We enjoy people and enjoy where we work. We treat our customers and coworkers with respect and create a respectful and fun environment in which we all thrive. We know our motivation is refreshing to everyone we serve.
<i>Appearance</i>	We take pride in our appearance. At all times we have the appropriate presentation. Our appearance has a positive impact on the way we perform our jobs. The proper presentation supports both mental and physical strength.

To our customers: The Gold Standard for Service is our commitment to achieving the desired ideals of hospitality excellence in combination with being successful employees who take pride in Charles Pointe.