
	<b>RESOURCE LIBRARY - ADMINISTRATION</b> <b>General Hotel Policies</b>	<b>CODE:</b> 02.01.002
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## **WHAT WE BELIEVE**

### **我们的信仰**

#### **A. COMMITMENT TO PEOPLE / OUR STAFF 对人员及员工的承诺**

<b>VALUE:</b>	It is our belief that our staff are part of our family. They are our greatest asset.
价值观:	我们的信念是：我们的员工是我们大家庭的一部分。他们是我们最宝贵的资产。
<b>CARE:</b>	We recognize the well-being of our staff and their families as the core of our success.
关爱:	我们认识到，我们的员工及其家人的福祉是我们成功的核心。
<b>DIVERSITY:</b>	We value the diversity of personal interests, race, religion, color and sexes and will always provide equal opportunity.
多样化:	我们重视个人利益、种族、宗教、肤色和性别的多样化，并始终提供平等的机会。
<b>FAIRNESS:</b>	We reward people on merit and expect everyone to accept personal responsibility. We are willing to forget honest mistakes.
公平性:	我们奖励员工的优点，并期望每个人都承担个人责任。我们愿意忘记诚实的错误。
<b>INVESTMENT IN PEOPLE:</b>	We will hire the best available staff and seek those who share our values. We are committed to helping people achieve their objectives through training and skills development in an environment that encourages feedback and recognition.
员工投资:	我们将聘请最佳员工，并寻觅那些和我们有共同价值观的人。我们致力于在鼓励反馈和赏识的环境中通过培训和技能培养帮助员工实现他们的目标。
<b>INTEGRITY:</b>	We generate mutual respect for each other, maintaining our honor and keeping our word.
诚信:	我们互相尊重、维护荣誉、信守诺言。
<b>EMPOWERMENT:</b>	Our people will be empowered to ensure that guest expectations are exceeded. The staff member who receives a complaint – owns it.
授权:	我们的员工将获得授权，以确保超过客人的期望。接到投诉的职员均有权处理。
<b>COMMUNICATION:</b>	We will listen, inform and clearly state our expectations. We will accept criticism that will help us to improve.
沟通:	我们将倾听、告知，并清楚地说明我们的期望。我们会接受批评，这将有助于我们有所改进
<b>RESPECT:</b>	We will respect each other regardless of rank and value the contribution of individual ideas.
尊重:	我们不分等级，相互尊重，并重视个人意见。

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**TEAMWORK:** We believe in the strength of working together and cooperating for a common purpose.  
**团队合作:** 我们相信为了共同的目标一起工作与协作

**SAFETY & WELL BEING:** We are committed to providing our employees with highest possible safety standards.  
**安全及福利:** 我们致力于为员工提供最高的安全标准

**WORKING ENVIRONMENT:** We will endeavor to provide work conditions that enhances morale and encourages positive and productive output.  
**工作环境:** 我们将努力提供这样的工作环境：可提高士气的、积极鼓励的及具产能产量的

### **WHAT WE BELIEVE** **我们的信仰**

#### **B. COMMITMENT TO BUSINESS / GUESTS 对业绩及顾客的承诺**

**CREATIVITY:** We will continuously search for new and original ideas that will differentiate us from others.  
**创造力:** 我们将持续努力寻找那些新的、原创的想法以从其他人中将我们区别开来

**QUALITY:** We will constantly strive to achieve the highest standard of quality given the existing environment.  
**质量:** 就现有的环境，我们将不断努力以达到最高的质量标准


**FLEXIBILITY:** Our flexibility in management style will allow us to adapt to changes and to penetrate any market.  
**灵活:** 我们灵活的管理方式将使我们能够适应变化并渗入任何市场

**GUEST DRIVEN:** We will constantly research and understand the ever changing needs of our guests. Exceeding their expectations will become our motto.  
**客户主导:** 我们将不断研究及了解我们顾客不断变化的需求。超越他们的期望将成为我们的格言

**COMMUNITY:** We value our relationships, our involvement in and our respect for the community.  
**社区:** 我们珍视我们的关系、我们的参与并且尊重我们的社区

**HERITAGE:** We value local culture, traditions and customs. Our respect for local culture will be reflected in the way we do business.  
**遗产:** 我们重视本土的文化、传统及习俗。我们对当地文化的尊重将反映在我们做生意的方式上

**ENVIRONMENT:** We will work towards being environmentally responsible in all aspects of our business,

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**环境:** 我们将努力在我们业务的各方面朝对环境负责方向发展

**SAFETY:** We will strive to provide a safe and secure environment for our guests.  
**安全:** 我们将努力为我们的客人提供一个安全的环境

**RECOGNITION:** We will endeavor to recognize our patrons and call them by name when appropriate.

**认知:** 我们将努力认知我们的顾客并在适当的时候称呼他们的名字

**SMILE:** We will always maintain a genuine smile regardless of the mood of our guests.

**微笑:** 无论客人的心情如何, 我们将始终保持真诚的微笑

### **WHAT WE BELIEVE**

#### **我们的信仰**

#### **C. COMMITMENT TO OWNERS 对业主的承诺**

**ADVICE:** We will give our owners the best advice as to budgets, space programs and specifications regardless of our own interest.

**建议:** 我们会在预算、项目空间及规格上给业主最好的建议而不惜牺牲自己的利益

**PROFITABILITY:** We are committed to capturing a market share that exceeds our fair share. We will ensure the best return of investment.

**盈利:** 我们致力于占有市场份额以超越我们应有的份额。我们将确保最佳的投资回报率

**PROTECTION OF ASSETS:** We will protect our Owners assets as if they are our own. We will use the best resource to maintain the property in a very good condition.

**资产的维护:** 我们将将保护自己的资产一样保护业主的资产。我们将利用最好的资源去维护物业以使其保持良好的状态

**INTERNAL CONTROLS:** We will implement the most efficient and up-to-date systems of internal controls.

**内部管理:** 我们将实施最有效的并且是实时更新的内部管理系统

**INTEGRITY:** We will conduct business with the utmost integrity and honor. Employees working for the company will not pursue any outside business activities which may be regarded as a conflict of interest.

**正直:** 我们将以最大的诚信和荣誉开展业务。公司的员工不会追求任何可能引起利益冲突的外在业务

**IMPROVEMENTS:** We will constantly research ideas to improve the image, quality and profitability of our businesses.

**改进:** 我们将不断研究思路以提高企业的形象、质量和盈利能力