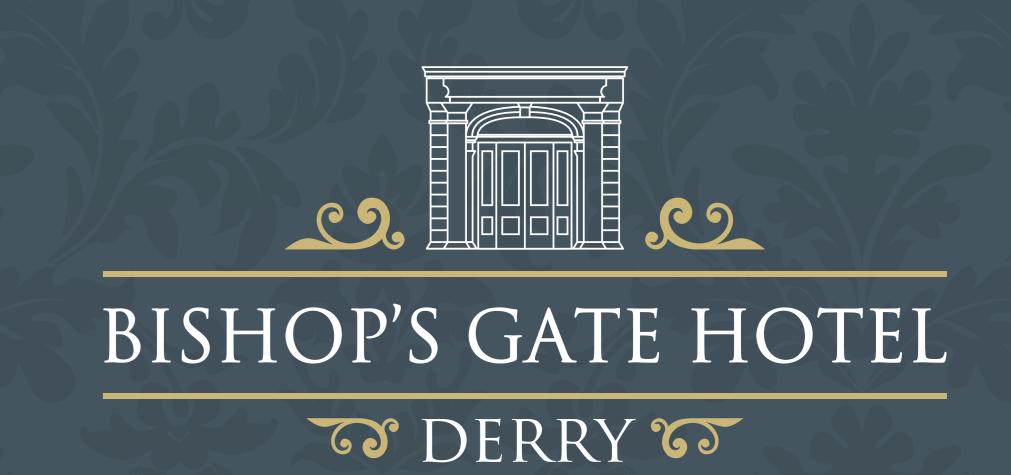


BISHOP'S GATE HOTEL VISION & CULTURE





WE LISTEN

Staff Requests & Suggestions
Listening to Our Guests

GOABOVE & BEYOND

Staff Empowerment
Remembering Special Guest
Moments
Happy Staff, Happy Guest

'WHAT NEEDS TO BE DONE GET'S DONE'

Good Communication
Tools & Facilities Available
New Opportunities to Learn

'A BISHOP'S GATE WELCOME'

Authentic Friendly Welcome Be Genuine & Show You Care



Guest Feedback
Staff Appreciation
Rewards & Recognition

PROUD TO BE BISHOP'S GATE

Treating each other with Respect
Owning Your Role &
Responsibilities
Your Sense of Style...
Uniform & Surroundings

