

# BISHOP'S GATE HOTEL

## VISION & CULTURE

### WE LISTEN

Staff Requests & Suggestions  
Listening to Our Guests

### 'A BISHOP'S GATE WELCOME'

Authentic Friendly Welcome  
Be Genuine & Show You Care

### GO ABOVE & BEYOND

Staff Empowerment  
Remembering Special Guest Moments  
Happy Staff, Happy Guest

### BEING THE BEST

Guest Feedback  
Staff Appreciation  
Rewards & Recognition

### 'WHAT NEEDS TO BE DONE GET'S DONE'

Good Communication  
Tools & Facilities Available  
New Opportunities to Learn

### PROUD TO BE BISHOP'S GATE

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

