

## **OUR MISSION**

### **THE GRAND HALL AT WESTLAKE GARDENS**

- To run the facility proficiently
- To promote the facility to have a positive profile
- To create relationships
- To employ those who share beliefs and commitments to our values
- To operate the facility within a safe environment
- To communicate with a sense of urgency

## **OUR PROMISE**

We promise every renter friendly, courteous, and efficient service. We serve every renter as we would like to be served and treat every renter's needs as if they were our own. We promise the greatest possible value on the highest quality product and services. We are committed to serving and making the renter, guest or vendor feel good about their experience. We never claim to be a perfect company, but we will strive to be honest about our abilities. We will address issues and concerns to promote higher standards of service and a better value-added product.

## **OUR VALUES**

The Grand Hall strives to bring a pleasurable experience to our renters, vendors, associates, guests. We are committed to quality, value, and satisfaction.

### **TAKING CARE OF THE RENTER IS ALWAYS JOB #1**

- Our renters and guests are the most important people in our business!
- Our renters and guests are not dependent on us! We are dependent on them!
- Our renters and guests are the purpose of our work!
- Our renters and guests do us a favor when they come in!
- Our renters and guests are parts of our business – not outsiders!
- Our renters and guests are people who come to us with their needs.
- Our renters and guests deserve the most courteous attention we can give them!
- Without our renters and guests, we would have no job!

**WE SHOULD NEVER FORGET THIS!**