



# KEWARRA BEACH

## RESORT & SPA

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### Our vision

To be a world-class environmentally-sustainable luxury international resort and hospitality management company, committed to being the innovative leader in all of our activities, through dedication and loyalty to our customers and business partners.

### Our Mission

Always to endeavour to offer a world-class hospitality experience that will make our resort a destination in its own right. Achieve recognition and par excellence through dedication to our guests and support to our colleagues.

All management and staff are committed to the following hallmarks and principles that guide us to achieve unparalleled service excellence:

- My first response to a guest request will never be “no”
- I will always smile and greet our guests before they greet me
- I will always strive to exceed guests’ expectations
- I will treat all colleagues with the utmost respect and integrity
- I will always display a “Can Do” approach to my assigned duties
- I will embrace the cycle of change and development with a passionate open mind
- I will always display talent and ability
- I will strive to continue improving my skills and enrich my knowledge

### The Guiding Principles

#### Integrity

Act honestly and sincerely in everything we do.

#### Teamwork

Work towards common goals through open communication and mutual support.

#### Innovation

With an open mind we challenge conventional thinking.

#### People Focus

We focus on our guests and colleagues to engender trust and respect.

#### Continuous Growth

We provide an environment where our colleagues can flourish and grow.

#### Recognition

We ensure that staffs’ individual needs and successes are supported and recognised.

#### Enthusiasm

Approach our duties with passion and a willingness to please.

#### Maintaining Sound Physical and Mental Health

Find the right balance between work, play and family.

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