

Bissell Hotels is a hospitality service organization, which strives to exceed the highest expectations of our guests, our colleagues and our community

My Pledge

I will take ownership for my actions, my department, my company and most importantly, my guests, ensuring that I do everything well and with enthusiasm. I will hold myself and my colleagues accountable for these standards.

I will accept training, coaching and constructive criticism with an open mind and will embrace the opportunity to improve my skills and performance for the betterment of Bissell Hotels and myself.

I will take personal responsibility for the success of my company. I will be informed about our products and services and will take advantage of every opportunity to sell. I will surprise and delight each guest with my anticipation of his or her every need. I will create memories.

I will be responsible for the safety and security of my guests and colleagues and for the protection and maintenance of Bissell Hotel assets.

I will maintain a professional image in all that I do, how I look and what I say; representing myself and my company with pride and dignity. I will act in a manner that will show the utmost respect for others and never compromise the high moral and ethical standards of Bissell Hotels.

I will perform my duties with passion and excitement to create a positive, memorable and enjoyable experience that will make my guests and my colleagues want to return.

I will be a trendsetter; using my creativity and resources to serve my guest, improve efficiency and increase profitability, whatever it takes.

I will dedicate myself to being the best I can be for my family, my community, my company and myself.

I hereby pledge to build a heritage of world-class service excellence that will last long after I am gone. While I am here, I will do all that I can to make a positive contribution.