

TERMINAL CITY CLUB

The Terminal City Club Way is based on:

Relationships

- I will address members and my co-workers by their name, give them a warm respectful greeting and a genuine farewell.
- I will provide personalized service wherever possible, because it makes people feel good.

Trust

- I will ask for, and contribute to, a team environment in which the needs of myself, my team, and our members can be met.
- Innovation and improvement require trust and teamwork to be successful. I will support an environment that fosters these things.
- I will maintain the privacy and security of confidential information and assets belonging to the club, its members, and my fellow employees.

Empowerment and Accountability

- I understand the ways in which I am empowered to create unique, memorable, and/or personal experiences for a member.
- I am accountable for finding solutions, and I understand the ways in which I am empowered to immediately resolve an issue.
- I understand my role in achieving success, and hold myself accountable.
- I take advantage of opportunities for learning and personal growth
- I think “YES”

Pride

- I am proud of myself, my place of work, as well as the service and experience we deliver. This is reflected in my professional appearance, language, and behavior.
- I consistently set and uphold the highest standards of cleanliness and safety.
- I participate in opportunities to help plan the work that affects me.
- I deliver “WOW” every chance I get.