

# CORE SERVICE STANDARDS

## PROFESSIONAL IMAGE

When we are in guest view, we are “on stage.” Our image is professional in appearance, behavior and forms of communication.

## WARM GREETING

We greet EVERY guest with a smile, eye contact and verbal acknowledgement.

## HANDLE WITH CARE

We always offer assistance and customize our service to meet and exceed guests’ expectations.

## LEARN MORE

We take opportunities to learn about our guests needs and suggest other Nation operations and services to meet those needs.

## SINCERE SEND-OFF

We extend appreciation for the opportunity to serve our guests; such as thanking them for their business and inviting them to return.

## ORGANIZATIONAL PRIDE

We take pride in our work, our employer and our team and share our pride with guests, co-workers and the community.



*Team Spirit*  
AT ONEIDA NATION ENTERPRISES