

Manager's Pocket Card

<p style="text-align: center;">Our Mission</p> <p>is to understand and exceed the expectations of our members and guests every day in every way.</p> <p style="text-align: center;">Guiding Principles</p> <p>Proactive leadership with service-based philosophy.</p> <p>Forward-thinking, professional expertise.</p> <p>Proven management and operating systems.</p> <p>Sound planning and effective implementation.</p> <p>Innovative programs, continually reviewed.</p> <p>Detailed benchmarks, constantly analyzed.</p> <p>A commitment to staff development and empowerment through formal, ongoing training.</p>	<p style="text-align: center;">----- Operating Standards -----</p> <p>Our vision and goals are articulated.</p> <p>We are uncompromising in our commitment to excellence, quality, and service.</p> <p>Authority and responsibility are assigned and accountability assured.</p> <p>We embrace innovation, initiative, and change while rejecting the status quo.</p> <p>Standards are defined, operations are detailed in written policy and procedure, and we seek continual improvement of products, services, programs, and operating systems.</p> <p>Member/guest issues are resolved politely and promptly.</p> <p>Constant communications and feedback enhances operations and service, while problems and complaints are viewed as opportunities to improve.</p>	<p>We benchmark revenues and sales mixes to evaluate members' response to products, services, and programs, and we benchmark expenses, inventories, and processes to ensure efficiency and cost effectiveness.</p> <p>We ensure clean, safe, well-maintained facilities and equipment while safeguarding club assets.</p> <p>We acknowledge our club as a team of dedicated individuals working toward common goals and we recognize the ultimate value of people in everything we do.</p> <p style="text-align: center;">Remarkable Service</p> <p>requires many interrelated, detail-intensive practices but at its root it's all about discipline, organization, and the quality of your leadership.</p> <p>To provide remarkable service, you must fully commit to the requirements of the Remarkable Service Infrastructure.</p>
<p style="text-align: center;">Employee Relations</p> <p>Employees are treated with dignity and respect.</p> <p>We do not tolerate discrimination or harassment in any form.</p> <p>Rules, regulations, and policies are applied uniformly and fairly.</p> <p>Every employee is properly trained.</p> <p>We communicate goals, plans, projects, work conditions, and performance expectations.</p> <p>We provide positive feedback and recognition, as well as accepting our responsibility to correct and enhance performance as necessary.</p> <p style="text-align: center;">Contribution</p> <p>Every employee contributes to the overall success of our club. The only difference among employees is their level of responsibility and authority.</p> <p>Every employee is important.</p>	<p style="text-align: center;">Ethical Behavior</p> <p>Consistency in all personnel actions</p> <p>No retaliation</p> <p>No sexual harassment</p> <p>No discriminatory practices</p> <p>No favoritism</p> <p>No fraternization with employees or members</p> <p>No waste, fraud, or abuse</p> <p>No disclosing confidential information</p> <p>No complaining to employees</p> <p>No favors from vendors</p> <p style="text-align: center;">Your Primary Responsibility</p> <p>is to provide your employees with effective Service-Based Leadership – that is, the training, daily direction, and all necessary tools, resources, and support to do their jobs effectively and efficiently.</p> <p>If your employees fail, you have failed.</p>	<p style="text-align: center;">Club Resources INTERNATIONAL</p> <p style="text-align: center;">Management Commitments</p> <p style="text-align: center;">Club Resources International 100 Country Club Drive Anytown, DE 5555 (555) 555-5555</p>