



OUR JIGSAW



VISION & VALUES

INVERNESS Leisure

INTRODUCTION

Every Associate within Inverness Leisure will know about “Our Routemap” which gives information on the direction of the Company in relation to where we want the Company to go.

“Our Jigsaw” looks at the Vision & Values of the Company from an Internal & External Customer point of view. It will ensure there is a common understanding in the organization and that everyone is working towards piecing the same picture together.

This document should now be considered in everything we think, do or say within the centre.



“Putting our people first...all the time”

This is the Company’s Mission Statement, and Our Jigsaw goes a stage further to emphasise the importance of these words.

Through our internal Hospitality Assured evaluations and the work undertaken by the Vision & Values group towards the end of 2004 our vision has been agreed as...

“to be the best leisure provider of its kind in the country within the next 5 years.”



VALUES

Excellent Customer Service
An empowered team with a “Can Do” attitude
Teamwork throughout
Open and honest approach
Respect for people
Changes to improve

We are committed to positive relations with our internal & external customers by always doing our best to meet and where possible exceed expectations



Through training and development our Associates are able to take decisions they believe will improve customer's visits to the facility.



Our Associates work in an organisation which is clearly defined, motivating and developing with rewarding and challenging opportunities.

We are committed to keeping our internal and external customers fully aware of developments within the facility and organisation that may affect them, with a willingness to welcome and value open channels of communication.

By promoting trust, sensitivity, understanding and above all listening to our internal and external customers



To be seen as trendsetting, innovating and developing opportunities to enhance the quality of life, health, leisure and sporting activities by striving to be excellent in all that we do.



CUSTOMER PROMISE

At Inverness Leisure – we will put the customer first by...

- Being able to answer any questions you have about our activities
- Giving you fully trained and qualified Associates who care for your needs.
- Ensuring the service you receive will be welcoming and efficient.
- Asking for your opinions on an ongoing basis.
- Listening to your views and needs and responding where appropriate.
- We will monitor our own performances (internal & external assessment)

Responding to you...

Being able to answer any questions you may have about what's going on in Inverness Leisure.



Caring for you...

We will give you fully qualified Associates who will ensure you are safe, happy and looked after when you are in the centre.



Welcoming you...

Ensuring the service you receive will be welcoming and efficient.

Questioning you...

Asking for the opinions of our internal and external customers on a regular basis rather than waiting for you to come to us.

Monitoring on your behalf...

We will monitor our performances to ensure we are delivering on this customer promise

Listening to you...

We will listen to what you think about the centre, what you want from the facility and do something about it where we can.



ACKNOWLEDGMENT

The Company would express thanks to the team involved in compiling this document, for their commitment to the Vision and Values process and for assisting in delivering this document as a working document for all Associates to appreciate.