

# THE S.P.I.R.I.T. OF KANJIKA HOTELS & RESORTS



RAISING QUALITY STANDARDS VIA  
ORGANIZATIONAL CULTURE



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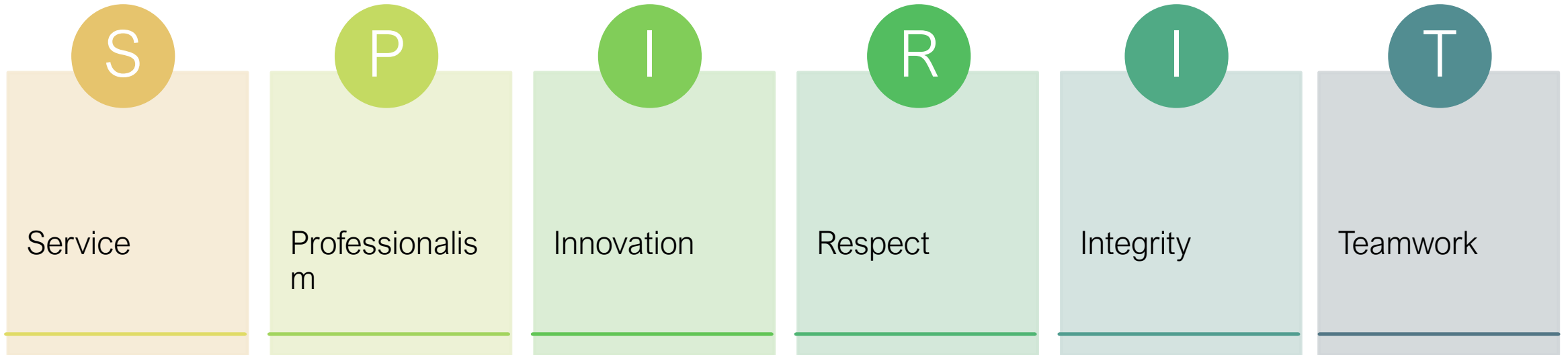


# WHAT IS THE S.P.I.R.I.T. OF KANJIKA HOTELS AND RESORTS?

AN IDENTITY, A CODE OF CONDUCT,  
THE BASE OF OUR ORGANIZATIONAL CULTURE



# THE S.P.I.R.I.T. OF KANIKA HOTELS AND RESORTS



# THE S.P.I.R.I.T. OF KANIKA HOTELS AND RESORTS

S

## Service

- We commit to offering an outstanding service experience
- We offer personal care with a smile
- We anticipate and take the initiative to fulfill guest needs

P

## Professionalism

- We continuously develop our professional competencies and skills
- We commit to the implementation of company policies and procedures
- We lead by example and we also ensure others implement the company's standards

I

## Innovation

- We continuously improve our facilities and services
- We pleasantly surprise our guests by differentiation of our services
- We constantly improve productivity in the work place by proposing new suggestions and ideas

R

## Respect

- We respect individuality & diversity and the opinion of others
- We respect and honor our guest
- We respect the environment and the community

I

## Integrity

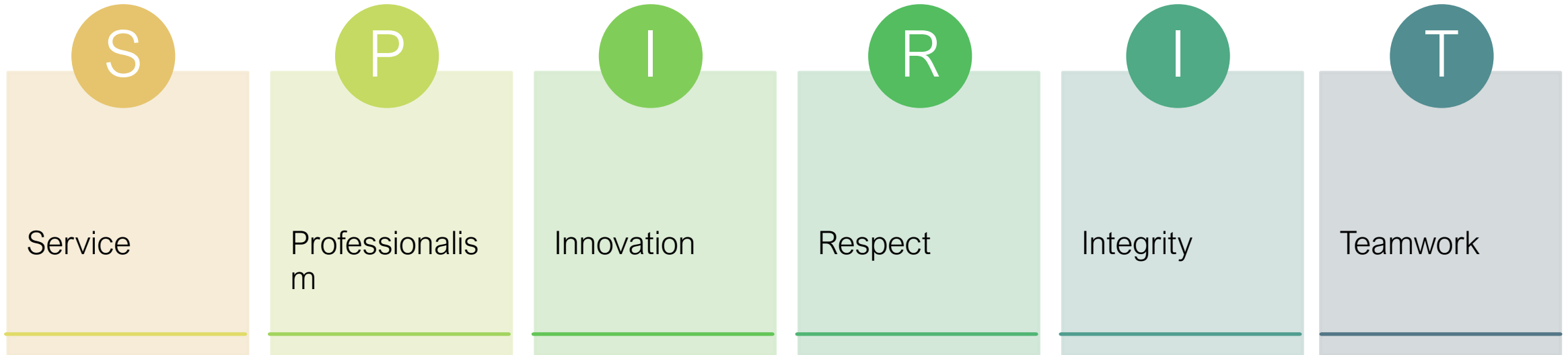
- We are honest and ethical
- We treat others (guests and colleagues) the way we expect to be treated
- We protect our guests' and the company's property

T

## Teamwork

- One for all and all for one
- We listen actively to each other
- We support each other to achieve our common targets

# THE S.P.I.R.I.T. OF KANIKA HOTELS AND RESORTS



Our values are applied to :

- Operational procedures
- Performance management
- KPIs definition
- Recognition and rewards policies



# RAISING THE BAR

MANAGING QUALITY STANDARDS



## APPLYING THE S.P.I.R.I.T.

Service

Professionalism

Innovation

Respect

Integrity

Teamwork

### Health & Safety

- Protecting our guests
- Protecting our teams

### Procedures

- Departmental manuals
- Audits

### Research & Development

- Innovations
- Continuous reflection

