

A Note From Andrew

# HAPPY SUMMER

## Core Values

**While these are the foundation of everything we do**, they are the easiest to lose when our operational lives are turned upside down. However, as we look forward, it is time to refocus on who we are rather than what we do.



**Andrew Carey**  
Chief Executive Officer

- ▶ **Act with integrity and communicate honestly. This should be self-evident. Hold yourself to the highest standards. Do not shy away from the truth.**
- ▶ **Exhibit a passion for results. We need to deliver excellence in everything we do. Whether serving a guest or producing a report we should always strive for great outcomes.**
- ▶ **Extend trust, respect and support. We must treat everyone thoughtfully. Every guest or teammate comes into a situation with different experiences, and we cannot pre-judge their actions. Believe that they are acting with the best intentions and support them in their actions.**

## Be a coach, not a prosecutor.

- ▶ **Demonstrate 'one team' attitude. As Mike always says, "It is amazing what you can accomplish if you do not care who gets the credit." We are all working to enhance the lives of those we serve. Let's work together to make the work easier and the outcomes better.**
- ▶ **Make every day enjoyable. Life is too short to be unhappy. The overarching goal of hospitality is to make a person's day better. Start by putting a smile on your face and looking for the good in life.**

Think about these behaviors. Work to incorporate them into your everyday interactions. We need to be our best selves and treat our colleagues and guests with the respect and care that they deserve.

*Andrew*