

# Culture

## This is how 'WE CARE'

**WE CARE** is a service philosophy, developed with team members, to bring consistency and elevate service. It includes principles and behaviors to enhance your work experience.

**Welcome Everyone Consistently** displaying a positive mindset and actively engaging everyone.

**Establish WOW** Making a positive first impression and ongoing, in action, dress, and leaving people and areas better than they were found.

**Communicate with Compassion** Listening and speaking with care, putting the needs of others first and assuming the best of others.

**Anticipate and Act** Paying attention and thinking ahead, adjusting to what others need, often ahead of time, to surprise and delight.

**Rally and Respond** Jumping in to help even when it is outside of normal duties and going the extra mile to follow-up and follow-through.

**Embrace Care Consistently** exceeding expectations by embracing the WE CARE principles and making them a habit!

