



YMCA CAMP KERN STAFF MEMBER COMMITMENT TO EXCELLENCE

All YMCA Camp Kern Staff Members are required to sign this 'Commitment to Excellence' as an indication of their understanding of the importance of putting guests first, being professional in their work and striving for excellence in all they do.

We create a safe & friendly atmosphere:

- Safety (physical and emotional) comes first, always.
- We are tolerant of all and do not place any judgement on our guests, before during or after their visit.
- We always wear a smile and address guests by their names whenever possible.
- We give guests 100% of our attention, using friendly, courteous phrases when speaking to them.
- We maintain a clean and neat appearance.
- We never complain or mention operational / personal problems in the presence of kids or guests.

We strive for excellence:

- We know a single good or bad experience can form a guest's impression of our overall performance.
- We actively seek ways to make memories and magical moments (above and beyond).
- We give our best every day, all day; focusing on hard work, creativity and efficiency.

Kids and Guests First:

- We exemplify the 4 core values in all we do: Respect, Responsibility, Honesty, Caring.
- We place guests and kids first in every decision.
- We know that we are here to serve our guests; to make things easier for all.
- We respond cheerfully to all questions (in person and electronically); immediately when we know the answers; as quickly as possible when we need to seek additional information.
- We do not send guests in circles or 'pass the buck' when responding to guest requests.

We are a Team:

- We maintain a friendly, informal, professional atmosphere.
- We take our jobs seriously, but not ourselves. By having fun we help our guests have fun, too.
- We ask for help from each other; often and without judgement.
- All staff are empowered to resolve a guests' problem and prevent a repeat occurrence.
- We communicate freely and openly with each other, solving problems, not avoiding them.
- We understand that everyone is important to achieve our goals.

I understand that these I will be held accountable for abiding by these guiding principles.

Signature

Date

“Our Vision: To unleash the potential in all through enriching outdoor experiences”