***The Independence, A Trace Hotel “The Basics”***

The Independence’s highest mission is to provide genuine care and comfort for each of our guests and to connect them with rich, meaningful experiences at the hotel, in the community, and in the region.

Our staff’s passion and commitment generate the genuine hospitality that makes our property special. Our team is our most important resource.

We are committed to authentic service and excellent attention to our facilities to ensure that guests feel welcomed, relaxed and cared for. We seek not only to meet the needs of guests, but to delight them by fulfilling unexpressed wishes and being a conduit for joy, connection and discovery.

* Always provide a warm and sincere greeting
* Talk to the guest and anticipate their needs
* Always provide a warm farewell, using the guest’s name when possible.
* Hotel objectives and goals are communicated to all employees and it is everyone's responsibility to support them.
* Employees have the opportunity to evaluate and provide feedback on improvements to the hotel’s operations, they are on the front lines and will have valuable insights for improving guest experience and profitability.
* Employees are empowered to address guests’ problems or to do something special for a guest, even if it means breaking away from regular duties.
* Every employee and manager shares in responsibility for uncompromising levels of cleanliness, if there is a piece of garbage on the floor, it is every employee’s responsibility to pick it up.
* Employees are encouraged to relay information about the hotel’s amenities and about the region, but they do not need to memorize a script or recite a generic pre-fabricated message. Employees are encouraged to listen to guests’ questions and interests and respond authentically.
* All employees are ambassadors of the Hotel and take pride in their personal presentation, they are welcoming, make eye contact with guests, and share with guests’ amenities or resources that they would find enjoyable or helpful.
* Each employee is responsible for creating a safe, secure and accident free environment for all guests and each other. Employees are aware of all fire and safety emergency procedures and report security risks immediately.
* Employees conserve energy, properly maintain the hotels’ systems and protect the environment.
* The Hotel fosters a work environment where diversity among guests and employees is valued and each individual’s talents, strengths and aspirations are nurtured.