

The Indian Ridge Way



12 Standards of Excellence

1. The Indian Ridge Zone

I greet all Members, Guests and Staff by name; I speak first *and* last, make eye contact and smile.



2. Personalize the Experience

I use the Member's and Guest's name, anticipate needs, exceed expectations through special attention, and build relationships.



3. Own the Request

I acknowledge, take action and follow-up to fulfill expressed and unexpressed wishes. I move with a sense of urgency and "go the distance."



4. Personal Leadership

I understand my role and am empowered to improve my work environment; my opinion matters. I seek opportunities for personal growth and take pride in my work.



5. Memory Makers

I seek ways to improve the Indian Ridge experience, creating unique and lasting memories for our Members, Guests and Staff.



6. Respect Priorities

I understand and respect the priorities of others and work well with all Departments for the benefit of the Team.

7. Indian Ridge Ambassador

I set a positive example by expressing pride in the Club. I promote all Club services, events, Departments and Staff.



8. Our Image

I take pride in my appearance, follow our Club's grooming standards and "dress for success."



9. Phone Etiquette

I answer the phone with a smile before the 4th ring, use the caller's name with the proper greeting, acknowledge delays and transfers and wait for a response.



10. Cleanliness & Safety

I maintain a clean, accident-free, and safe Club. I pick up litter, address safety issues, and remember cleanliness is everyone's responsibility in ALL areas.



11. Fiscal Responsibility

I respect the privacy of others, protect Club property and confidential information, grow revenues and maximize efficiencies.



12. Have FUN!

I bring a FUN and upbeat personality to work and SUPPORT THE WHOLE TEAM!

