



## Nexus Hospitality Management Core Values & Beliefs

*Nexus Hospitality maintains a Six Point Belief System to assure the finest guest experience balanced with a quality workforce.*

### **Quality First, and Always ...**

Quality is what every guest expects with every stay and every meal. Delivering Quality is what gives us and our staff great pride. Never settle for less.

### **Commitment to Consistency ...**

We must always deliver what we Promise, and we must always deliver it in the same and consistent manner. It is a Culture we must assure from ourselves and every staff member through superior Training, Development and Leadership by example

### **Fiscal Responsibility ...**

We are a business, and Hospitality is our product. We have a commitment and dedication to our Investors and to our Staff. We have a responsibility to assure financial success for the Hotel so that we may continue to grow, evolve and flourish.

### **Balance of Work, Family and Community ...**

To do our job properly takes a relentless commitment and a very special type of person. It is critical for our well being that we maintain the life balance of being a dedicated professional, enjoying the values and moments of family, and remaining actively engaged in our respective communities.

### **Surround Yourself with Genuine, Warm and Thoughtful People...**

We can train any staff member the skills necessary to perform, but we cannot show them how to care. Hospitality is our business. We must always assure that we are surrounding ourselves with genuine and caring individuals. Our guests deserve it. We all spend so many waking hours in our profession, we also deserve to be with genuine people.

### **Embrace Change, and Analyze Every Daily Detail for Improvement...**

Hospitality is an ever-evolving process. We must always embrace change and adapt to life's evolving cycle. We must always look at every detail throughout our days and ponder how it can be better, for us and our guests.



*“Every Guest, Every Room, Every Meal ... Every Time.”  
Michael B. Kearney, Nexus Hospitality President & COO*

