

HHPPOA Staff Mission and Standards Of Conduct

Our Mission Statement is the principal belief of our organization. It must be known, owned and moved forward by all.

THROUGH STAFF'S PERSONAL ATTENTION TO DETAIL HILTON HEAD PLANTATION WILL CONTINUE TO BE THE "PREMIER" RESIDENTIAL COMMUNITY IN THE LOWCOUNTRY BY ENSURING OUR RESIDENTS ARE SAFE, WELL-INFORMED, AND DELIGHTED TO LIVE, WORK AND PLAY HERE.

1. We are ladies and gentlemen serving ladies and gentlemen. As service professionals, we treat our residents, their guests and each other with respect and dignity.
2. The three steps to Service: a) Warm Welcome "Good Morning," "Good Afternoon".... b) Anticipate and fulfill needs. "May I assist" or "How can I assist you?" c) Fond Farewell.
3. We believe it to be our highest goal to provide friendly, personal and exceptional service in comfortable surroundings. We will be viewed as professional, helpful, and resourceful.
4. Our Organization's Standards are communicated to the residents of Hilton Head Plantation. It is everyone's responsibility to support these standards.
5. To create pride and a positive atmosphere in the workplace, the staff has the right to be involved in the planning of the work that affects them.
6. Each staff member will continuously identify defects throughout the community.
7. It is the responsibility of each staff member to create a work environment of teamwork and lateral service so that the needs of our residents, their guests and each other are met.
8. Each staff member is empowered. When a resident or guest has a problem or needs some special accommodation, as appropriate you should break away from your regular duties to address them.
9. Uncompromising levels of cleanliness are the responsibility of each staff member of Hilton Head Plantation. It only takes five seconds to pick something up.
10. Never lose a resident or a guest. Whoever receives a complaint will own it and either resolve it themselves or direct the resident to the proper person for resolution. Follow up is the key when addressing residents concerns.
11. Smile!! We are on stage. Always maintain positive eye contact. Use proper vocabulary with our residents, their guests and each other. Use words like: Good Morning, I'll be Happy to, My Pleasure, Certainly.
12. Be an ambassador for Hilton Head Plantation in and outside of the workplace. Always speak positively. Communicate any concerns to the appropriate person.
13. Provide guests or residents with clear directions to locations within the community. When possible and practical escort the resident or guest to their destination.
14. Use proper telephone etiquette. Answer within three rings, " Hello Hilton Head Plantation Property Owners' Association, Sandra speaking," with a smile in your voice. Use the resident's name whenever possible. When necessary, ask the caller, "May I place you on hold?" "May I transfer you?"
15. Take pride in and care of your personal appearance. Everyone is responsible for conveying a professional image by adhering to Hilton Head Plantation's personal appearance standards.

16. Think safety first. Each employee is responsible for creating a safe, secure and accident-free work environment for our residents, their families and guests, and for each other. Be aware of emergency procedures and report any security or safety risks immediately.

17. Protecting the assets of Hilton Head Plantation is the responsibility of every staff member.

18. Code of ethics:

- We will do our best to meet a resident's or guest's needs
- We will be good stewards of property and resources
- We will treat each other with mutual respect
- We will speak positively about HHP residents and about each other
- We will support each other
- We value honesty and openness
- We will be open to corrective feedback
- We will keep our vision and mission alive

Source: **This Staff Mission & Standards of Conduct is derived from several sources including HHPPOA's Personnel Policies and Strategic Plan as well as direct staff input.**