

Our Values:

- * We put guest satisfaction first
- * We are enthusiastic
- * We are open, honest, and positive
- * We seek solutions
- * We are proactive
- * We make continuous improvement
- * We help others succeed

Vision of Greatness

We want the Stan Clark Companies to become and to be known as a great company. Greatness demands a commitment to excellence in everything we do. Recognizing that people are our most important asset, we acknowledge that we can only treat our guests as well as we treat ourselves. We will achieve greatness through a commitment to the following goals and practices.

With Team members

Establish a climate of openness, mutual respect, and teamwork. Value each team member as an individual and profit from diversity. Provide abundant opportunity. Maximize individual development and sense of fulfillment. Recognize contributions and excellence. Ensure that everyone understands how they can contribute and where they stand. Provide a safe, wholesome working environment that is stimulating, pleasant, and supports maximum personal effectiveness. Create a caring family environment. Link company and employee interests. Commit to "ego-less" management; the welfare of the company and its people transcend individual goals and concerns. Emphasize compassion and flexibility so that human needs are met. Resolve all conflicts quickly; disagree without fear; say "no" when it's the right answer. Interact honestly at all times. Exude an attitude of enthusiasm in everything we do!

With Guests

Recognize that customers are the beginning and the end; nothing good happens until we satisfy every need of our guests. Ensure that each guest's expectations are exceeded for service/process and service/outcome, product quality, and price/value. Ensure that each guest has a "good feeling" from interacting with our company to promote positive word of mouth advertising and to develop lifetime customers. The best perceived value is a good time. Handle guest inquires, concerns and complaints in a prompt, fair, and courteous manner, always to their complete satisfaction. Become a model company through community involvement and excellent community relations. Exude an attitude of enthusiasm in everything we do!