



## Mission

*‘To create the most memorable experience in a luxurious, warm and friendly atmosphere. The Slieve Russell strives to exceed all our customers’ expectations by consistently delivering the highest quality of service at all times’.*

## Vision

*‘To Be the Best all round resort in Ireland’*

## Values

***Friendliness*** - We act with genuine friendliness towards each other and our guests.

***Teamwork*** - We work together with passion & enthusiasm towards a shared goal.

***Respect*** - We value each other, our guests, our business partners, our communities and our environment.

***Service*** - We offer Excellent Service to all our guests. We put their needs first. We accept all complaints gracefully and correct them efficiently and effectively.

***Quality*** - We stand by the quality of our products and services.

***Development*** – Training and Engaging team members to their potential, to achieve our Vision and Mission. Be innovative in our roles, always looking to improve.