



Team Member Pledge

We embrace the character and tradition of Miramont and commit to uphold and enhance these qualities in all that we do. We will create a “Home Away From Home” for our Members and Guests.

We value each other, and endeavor to create a positive working environment where mutual respect and **dignity** is our way of life.

We will do everything we can to make the answer “YES!” for each Member and Guest, and we will never begin a sentence or phrase with the words “no” or “not.”

We recognize the **importance of children and families**; we will create and foster an environment and culture that encourages children and families to use the Club.

We are a team of dedicated and passionate professionals, and pledge to work daily to become **experts** at our chosen profession.

We will strive to continually **evolve** ourselves and our Club; we believe deeply that we can always improve.

We believe that **recognition** is paramount to our success and we will work tirelessly to learn our Members and Guests (sur)names and preferences and use them constantly and consistently.

We will **be the first to communicate**, we will make eye contact, introduce ourselves and always greet our Members, Guests, Vendors and Teammates with a smile and a warm welcome.

We will **work safely every day** and promote a culture of safety in everything that we do.

We will be well-groomed and professional in our appearance and actions; we are **ladies and gentlemen**.

We will always **walk** Members and Guests to their destination and **introduce** them as applicable.

We will endeavor to be **extraordinary** in everything, by everyone, every day.