

Airpark Hotel

Hotel Goals (Sample Document)

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Purpose

This document summarizes the core goals of the hotel in a clear, guest-friendly, and employee-friendly way. It is intended as a short reference for management, employees, and stakeholders.

1. Guest Experience and Ethical Service

- Provide timely, accurate, and high-quality service without compromising honesty or fairness.
- Treat all guests equally, without discrimination based on nationality, race, language, religion, gender, age, disability, or any other status.
- Keep every promise we make, whether spoken or written, and handle feedback and complaints transparently.

2. Employee Wellbeing, Equality, and Safe Work

- Maintain a safe, healthy, respectful workplace free from discrimination, harassment, exploitation, and abuse.
- Support continuous learning through regular training and clear role responsibilities.
- Encourage environmentally friendly commuting where possible (walking, cycling, or other low-impact options).
- Protect children and vulnerable individuals by prevention, awareness, and clear reporting procedures.

3. Environmental Goals

- Reduce resource consumption while protecting guest comfort:
 - Track and improve energy efficiency; prioritize efficient equipment and technologies.
 - Reduce water use through awareness, operational controls, and maintenance (e.g., fixing leaks).
 - Measure and reduce greenhouse gas emissions where possible; prefer lower-carbon options.
 - Reduce waste and avoid unnecessary single-use materials where feasible.
 - Promote recycling and proper separation of waste streams in line with legal requirements.

4. Chemical and Hygiene Management

- Use approved, labeled products and keep safety documentation available (e.g., MSDS).
- Store chemicals safely to prevent leaks/spills; follow manufacturer instructions and regulations.
- Minimize chemical usage through training and controlled dosing/efficient equipment.

5. Sustainable Purchasing and Local Economy

- Prioritize local suppliers when quality and price are suitable, supporting the local economy and reducing transport emissions.
- Prefer environmentally responsible products and certified sources when available (e.g., verified/traceable materials).
- Choose reusable, returnable, and recycled alternatives when feasible to reduce waste.

6. Culture, Community, and Accessibility

- Respect and help protect local cultural heritage; inform guests about responsible behavior in cultural and historical sites.
- Support local community initiatives and partnerships that strengthen sustainable development.
- Improve accessibility (physical and service) so all guests can have an equitable, comfortable experience.

Commitment to Compliance and Continuous Improvement

We commit to complying with applicable laws and standards, monitoring performance, and continuously improving our practices across environmental, social, cultural, and economic sustainability.