

Number O.N.E. Branded Culture & Identity

Our Vision: To be recognized as «Nr One» place for unique Guest Experience, Staff Engagement and for corporate results

Our Mission: To be No. 1 in Serving, Engaging and Performing for the benefit of Customers, Staff and Company

Our Slogan:
'Number 1 in serving You'

Corporate Values: O.N.E.

- ✓ **Outstanding in Serving**
- ✓ **Non-Stop in Engaging**
- ✓ **Effective in Performing**

Outstanding in Serving customers, staff and company

1. Caring about people
2. Improving constantly
3. Recovering failures & imperfections

Non-Stop in Engaging for the interests of customers, staff and company

4. Rewarding for Extra Mile
5. Listening our people

Effective in Performing to meet the expectations of our customers, staff and company

6. Managing effectively Results, Quality and Best Practices in everything we do



Hospitality Commitment

Three plus One Steps of Hospitality

1. Cordial Welcoming

We promise to always provide Hospitable Welcoming in our premises

2. Anticipate & Serve

We promise to always provide 'Anticipatory Service' to comply with our guests expectations

3. Fond Farewell

Fond Farewell for long lasting memory

Plus 1: Recovery Culture

Exemplary immediate Issue resolving with Zero Defects to tangibles and full empathy to people.

