



## CENTURION ACCOMMODATION ASSOCIATION 'Your accommodation destination'

### CODE OF CONDUCT

1. I will ensure that my staff and I conduct ourselves at all times in a professional and well-mannered way.
2. I will provide comfortable and clean accommodation to my Guests.
3. I will ensure that my Guests enjoy a good night's rest.
4. I will provide service excellence to my Guests.
5. I will provide quality meals to my Guests.
6. I will ensure that my Guests receive a friendly and welcoming reception on arrival.
7. I will ensure that my Guests receive a friendly and courteous farewell on departure.
8. I will ensure that my Guests are treated with the highest respect.
9. I will ensure that the safety and security of my Guests and their belongings receive the highest priority.
10. I will protect the privacy of my Guests at all times.
11. I will ensure that should a problem occur, it is solved speedily and efficiently.
12. I will ensure that services are charged for as agreed to per confirmation.
13. I will ensure that my facilities and services meet the Standards of the Grading Authority, as well as the Quality Standards of the Centurion Accommodation Association at all times.
14. I will actively support the activities of the Association to provide comfortable and value for money accommodation in Centurion.
15. I will support all the other Members of the Association in an endeavor to assist clients to obtain suitable accommodation.

MEMBER:

DATE: