



## Best Conduct Practices

*Please keep these best conduct practices in mind as you go through your workday. These practices will make us more efficient and contribute to an atmosphere of respect and trust.*

**Respect** (*ri-spekt*) *vt.*-willingness to show consideration and appreciation.

**Trust** (*trust*) *n*- Total confidence in the integrity, ability, and good character of another.

All staff of Mount Snow Resort are expected to.....

- Greet and acknowledge both guests and co-workers.
- Appearance and dress should be appropriate and professional. This includes nametags and uniforms.
- Ensure that everyone had been introduced to each other in all situations.
- Be supportive and respectful of co-workers.
- Take time to listen to another point of view.
- Use sincere expressions of "Please" and "Thank you" on a regular basis.
- Acknowledge a job well done – in front of others.
- Respect other's workspace by asking permission before using a co-worker's space and then leave it in the same condition as an expression of appreciation.
- Pitch in to help without being asked, especially in work areas other than your own.
- Practice courteous phone etiquette – identity yourself and location, if appropriate.
- Return phone calls and emails with 24 hours or sooner.
- Be on time for meetings.
- When someone is on the phone, do not interrupt or stand there and wait unless you get nodded in.
- Recycle and practice conversation by shutting off lights, computers, etc.
- Deliver requested information by expected due dates. Let people know when you are unable to meet due dates.

In addition all VPs, Managers, & Supervisors are expected to.....

- Be consistent and fair when disciplining someone.
- Plan meetings ahead of time. Have an agenda.
- Keep your voice mail greeting current and concise.
- Check voice mail, email, faxes & mail regularly during the day.

And most of all **Have Fun and Smile!**