

OUR
VISION



Yes I Can! Is the core service philosophy of the Rezidor Hotel Group. More than just a slogan, Yes I Can! is a way of life for all employees at the hotels operated by the Rezidor Hotel Group.

In 1995 we put structure to our service philosophy and a name, and called it Yes I Can! As Customer Satisfaction is the driver of the hotel industry, Yes I Can! is our Customer Satisfaction Programme. Yes I Can! stands for our service philosophy to always offer alternatives and seeking the best possible solution in all situations. A Guest in this context includes all contacts our employees will have in their work environment, e.g. suppliers, colleagues, the community etc.

The philosophy behind Yes I Can! is based on a positive service attitude, a Yes I Can! attitude towards all guests every day. As a result, guests with any request are met with a positive response, and made to feel that their well-being is the sole priority of the member of staff assisting them. Between 1995 and today, we have used the Yes I Can! training programme in a structured way to show our people what we mean with a Yes I Can! attitude and service.

Our Vision is as simple as "Yes I Can!" It is a way of life for all employees, who are hired for attitude and trained for skills and who genuinely, believe in taking care of their guests and making them feel at home.

We have a long tradition of innovative service concepts, based on the needs of frequent travellers. Today our competitors offer similar services, but we intend to stay ahead. Customer satisfaction is the basis for our success but not enough on its own in the long run.

Any service company is the sum total of its people. This is especially true for a service company like ours, having defined genuine hospitality and a Yes I Can! spirit as its very essence and driving force. We are convinced that the success of our company depends on the knowledge, skills, abilities, motivation and dedication of each of our employees.