



Company Philosophy

Since our flagship property opened in Mississauga, Ontario in 1985 by a young dynamic entrepreneur, Domenic Meffe, our reputation has become known as “Your Home Away From Home”. At Monte Carlo Inns, we strive to set an industry standard by offering the best possible product, at reasonable rates, with exceptional customer service. To achieve our objectives we want to select the best people in the industry who are committed in giving customers their complete loyalty and then to offer the finest quality in hospitality and service, at an outstanding value for the dollar. Therefore, we want exceed our customer’s expectations by offering a product that is focused on quality, cleanliness and consistent value added improvements. Our hands on approach to customer service has been a philosophy that has allowed the Monte Carlo Inns to provide a unique home-grown personal touch environment.

At the Monte Carlo Inns we take great pride in respecting every employee as an individual and our objective is to foster an environment that is challenging, rewarding and provides an opportunity for both professional and personal growth.

The growth in our company has been a testament to our pledge to provide a **Quality** product, hands on **Customer Service**, a commitment to **Value** and an ongoing focus to **Market** our name locally, regionally and internationally. We look forward to welcoming you to our home and we strive to make your next stay with us feel like “*Your Home Away From Home*”.

Monte Carlo Inns Core Values of Hospitality

- Offering Quality, Comfort and Value” is our Mission Statement.
- Outstanding customer satisfaction. We exist to serve our customers.
- Business excellence. We make decisions based on what is best for the company as a whole.
- Honesty, fairness and integrity.
- Courteous, friendly, dedicated staff with a personal touch.
- Affordable prices with luxurious accommodation.
- A co-operative family environment working towards the common goal of making the customer feel at home. We will have repeat customers who will say positive things about us to friends and business contacts.
- Deliver constant and consistent quality service and products to our guests.
- Foster an atmosphere of teamwork and mutual respect for the rights and dignity of our fellow employees.
- Eliminate the words "No" and "Can't" from our vocabulary. We will go out of our way for each and every guest in every contact we have with them.
- Strive to understand from the customer's point of view.
- Exercise common sense.
- Lead by example – “Walk the Talk”.
- Treat others with dignity.
- Believe in “Giving Back”.
- Respect diversity in the workplace.
- Focus on the situation, the issue, or the behaviour...not the person.
- Respect the individuality of all people.
- Become a “teacher, coach and leader” to everyone you interact with in the work environment.
- Communicate openly and effectively to anyone you speak with.
- Enjoy your work, but always be aware of your varied goals, objectives and responsibilities.