

Section 1: Company Statements



Our Mission Statement

To provide services and facilities that exceeds expectations in a safe, healthy & enjoyable environment for customers and staff.

Our Safety Statement

To establish a workplace environment which, as its first priority, supports the maintenance of the most rigorous standards of practices of Workplace Health & Safety and freedom from discrimination of any kind.

Our Service Statement

The customers are the most important persons at the venue.

The customers are not dependent on us. We are dependent on them.

The customers are not an interruption to our work, but rather the purpose of our work.

The customers do us a favour when visiting the venue. We are not doing them a favour by servicing their needs.

The customers are our business - not intruders.

The customers are deserving of the most courteous and attentive service we can provide.

The customers are the reason the venue exists so welcome them in a cheerful, pleasant and attentive manner.

It is up to you and your treatment of customers that governs whether we achieve these goals.

***REMEMBER: You are Gold Rush Golf's ambassador;
you represent what the venue stands for.***