



Oath of Hospitality Professionals

Created by the NAU/HRM Hospitality Leadership Students - Spring Semester 2012

I am an individual, a part of the hospitality industry. As one piece of the larger whole, I recognize that I have obligations to care for the well-being of our guests, community, and environment. I will always act with compassion and honor the finest traditions of my calling.

To the best of my ability and with sound judgment:

I promise to demonstrate self-care.

I will take responsibility for excellent guest care, thoughtful care of my associates, and continuous dedication to my community. In so doing I will keep safety as a top priority.

I will never allow financial gain or ambition to cloud my opinion of what is right; ethical considerations will be my companion in all situations.

I will not abandon my values, nor ask others to compromise theirs.

I promise to have pride in everything I do.

I will be a source of motivation for my team and will strive to inspire them to greater heights.

I will behave as though my business is the finest in the world and will work accordingly. When the hours run long, my patience will not run short.

I will labor to create lifetime memories for my guests.

I promise to keep my mind, my eyes, and my heart open.

I will embrace diversity everywhere I see it and will treat everyone with dignity and equality.

I will foster relationships rooted in trust and maintain my humanity, as well as maintain my professionalism.

I will always smile.

In taking this oath, I commit myself to preserving these traditions of hospitality. I will remember that all guests and team members should be seen and cared for as family. As long as I remain a part of this proud lineage, I will continue to find joy in serving and learning from my team, my guests, and my community.