



**BADRUTT'S PALACE**  
S T. M O R I T Z S W I T Z E R L A N D

**BADRUTT'S WORLD**

**Guiding principles on behaviour**

1. When welcoming or saying good-bye to our guests, we approach them and – whenever possible – address them by name.
2. Our behaviour towards our guests is warm-hearted and respectful. We value discretion and respect their privacy.
3. We place huge emphasis on the importance of good service. We carry out our guest's demands without delay and inform them on completion within 30 minutes.
4. Honesty and openness are principles we live by at Badrutt's Palace Hotel.
5. Each new employee undergoes an introductory training programme and we are all familiar with our work and know exactly what is expected of us.
6. The key values of Badrutt's Palace Hotel are known to each employee.
7. We are a team of ambassadors who represent Badrutt's Palace to the world through positive comments and a well-groomed and confident appearance.
8. We keep ourselves informed on daily events and up to date on offers available at Badrutt's Palace.
9. We deal with guest complaints personally and our guests never leave unsatisfied.
10. Our behaviour includes a warm smile as well as winning words such as "yes, with pleasure", "I would be delighted" and "yes, of course".
11. Safety is of the utmost importance. We are well rehearsed with all the measures that have to be taken in case of danger and strictly comply with safety regulations.
12. We treat the furnishings in Badrutt's Palace with care and report defects immediately by submitting a damage report.
13. Each Badrutt's employee at any level knows that they will only be satisfied if the team as a whole is successful. Therefore, we all support one another.
14. We conduct ourselves economically and ecologically, that is to say we try to save on non-renewable resources such as oil, water and electricity and are also exemplary in separating recyclable waste.

Badrutt's Palace Hotel, Via Serlas 27, 7500 St. Moritz, Switzerland  
Telephone: +41 (0)81 837 1000, Telefax +41 (0)81 837 2999, Reservations +41 (0)81 837 1100  
reservations@badruttspalace.com, www.badruttspalace.com





## **Our Core Values**

We anticipate our guests' wishes in advance. They are the central focus of our actions and allow us to provide excellent service.

We are aware of our responsibility towards our guests and therefore act discreetly, warm heartedly and sensitively.

Our involved management style calls for communication, fairness, honesty and recognition.

We demand entrepreneurial spirit and the willingness to accept responsibility.

Through the training our employees receive we want them to excel in the work they do. We encourage personal growth and support team spirit in every department.

We respect the environment and foster a healthy partnership with the authorities, suppliers and the public.

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