



Quality Policy

At Rainier Guest Services, LLC, we are committed to delivering unparalleled quality and excellence in every aspect of our hospitality services. Our mission is to create memorable and enriching experiences for our guests, associates, and clients, exceeding expectations and ensuring safety and comfort.

We pledge to achieve this mission through a relentless dedication to quality assurance, by:

- Providing warm and welcoming environments that prioritize our guests' well-being and satisfaction.
- Maintaining impeccable cleanliness, hygiene, and safety standards to ensure the health, safety and security of our guests and team members.
- Continuously improving our services, facilities, and processes by embracing innovation and feedback.
- Training and empowering our team members to consistently deliver exceptional customer service and exceed guest expectations.
- Collaborating with local communities to contribute positively to the places where we operate.
- Continuously improve the employee experience, by providing a safe and pleasant work environment that supports growth, both personal and professional.

At Rainier Guest Services, we believe that exceptional quality is the cornerstone of our success, and we are unwavering in our commitment to ensuring that each guest's experience is nothing short of extraordinary.

Jay Jennings Vincent
Park General Manager

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