



VISION

Our vision is the framework for us and describes what we are working toward and aim to be in order to remain competitive and continuously improve our facilities and service.

To create extraordinary experiences for our guests that is unique to the historic Shawnee Inn and Golf Resort.

EMPLOYEE MISSION

Our journey starts with our mission, which consistently reminds us, and tells our guests who we are and what we stand for. It serves as our standard for actions and decisions.

To ensure exceptional service to every guest at every opportunity.

MISSION

We will create extraordinary experiences by;

- Providing a pleasant, informative and trouble free reservation process.
- Offering an impressive welcoming arrival visually and through our exceptional service.
- Clearly communicating the unique experiences found at Shawnee through our history, championship golf, guided recreational offerings, natural surroundings and, emphasis on our environment.
- Providing extraordinary grounds maintenance, spa and salon services, recreation, dining, accommodations, entertainment and service.
- Offering professional meeting, wedding and event planning and execution.
- Purchasing products that are environmentally friendly, locally sourced, and maximize the use of our own produce, handcrafted ales and lagers, apiary and other environmental offerings.
- Having well trained, empowered team members committed to exceed our guest's expectations.
- Supporting programs that are sensitive to the environment and helpful to our community.
- Fostering a Shawnee Proud environment.

FUNDAMENTAL COMMITMENTS

Our fundamental commitments serve as the motivation for our actions and describe how we behave. Embracing these commitments is a key to our success.

1. Our guest's experiences define us. We know our resort flourishes or fails because of our guest.
2. We are all in this together. One Team. No exceptions. Don't make it someone else's problem.
3. We take responsibility for what we have done, what we are doing, and what we will do.
4. We take family time, work time, and play time seriously.
5. We will deliver on what we promise. No matter what the obstacle, we will overcome and offer an exceptional experience.
6. Our actions, reactions and intentions are always positive and for the good of the guest, staff and organization.
7. We are an open book – We are eager to share our knowledge and grace with others.
8. We will share and give to our community and be aware of the impact we have on the world.