



## **MISSION STATEMENT**

Residential, Catering and Conference services aims to provide a range of quality hospitality services to all our customers within the educational environment of Brunel University.

## **CUSTOMER PROMISE**

***“Staying on Track for Quality Service”***

### **WE WILL ACHIEVE THIS THROUGH:**

Planning our business activities  
Responding to customer and employee feedback  
Investing in and developing our employees  
Partnering with our suppliers, internally and externally  
Evaluating and improving our standards of service  
Recognising our legal and statutory obligations

### **WE WILL MEASURE OUR PROGRESS AGAINST:**

Customer Feedback  
Quality Benchmarks  
Market Data  
Financial Data

Nick Brown  
Director, RCCS