



HOTEL
COLLINGWOOD

Mission Statement



Our Mission is clear, to completely delight and satisfy our guests from booking, arrival, duration of stay and departure. We are committed to continual improvement, making a difference every day, and being the best 3* Hotel in Bournemouth as judged by our guests.

Our Guiding Principles

We are committed to exceeding our guest's expectations by surprising them with our ability to anticipate and fulfil their wishes.

Respecting Our Colleagues

We value each other, creating a place where we can provide a caring, motivating and rewarding environment for all. Emphasis on the importance of teamwork and treating each other with mutual respect is at the heart of our values, and by working together cooperatively, we strive to achieve this.

Becoming the best 3* Hotel in Bournemouth

We intend to be the leader in the 3* market, judged by the AA, Tripadvisor and first and foremost, our guests. We will continually improve our service delivery and the quality of our products and facilities, ensuring we appeal to all our guests.

Well-known for Service

We prioritise having a knowledgeable team with a can-do attitude, who are always smiling and nothing is too much trouble. Our staff cares for and understands every guest's requirements through continued training and support.

Guests' Sleep Experience

Our mission is to be known for having clean and comfortable bedrooms where all amenities and expectations are met. Providing an excellent night's sleep and a restful and pleasant stay by ensuring our team has all the available tools and training.



Recognised for Greatness

Breakfast

We will always offer the best selection from the best available produce. Every guest is important to us; providing gluten-free, vegan, and any other dietary requirements is something we do happily.

Afternoon Tea

Famous for our afternoon tea and gin martini, gluten-free options come as standard offerings and any other requirements our guests may have.

Friday Fizz

45-minute business bar, wind down at the end of the day with a knowledgeable and well-trained bar team at hand.

Fair Employment

We are committed to being a fair employer who emphasises training and developing our team. They are the face of our hotel and represent everything we stand for, so giving them the best opportunities for training and progression is essential to us. We embrace diversity and are advocates of workplace equality.

Green Policy

Looking after our planet and ensuring our hotel is working towards having the best green policy in place is vital, and we encourage our staff to act accordingly. We want to improve our environment and, through training, aim to be a leading workplace in being responsible members of our community.

