

Our guests are always impressed by our hospitality and professionalism, which is what keeps them coming back.

We go the extra mile to leave our guests satisfied and provide the highest standard of service.

**Dedication:** inspire our guests

We practice a values-based company culture: appreciation is at the heart of the way we work and lays the foundation for how we create value.

We look out for each other, trust each other and bear each other's safety in mind.

**Connection:** we embody OVAVERVA

We put ourselves in each other's shoes, recognise our differences and treat each other with respect.

We communicate proactively, honestly and clearly.

**Appreciation:** We are people people

**Funtauna da l'OVAVERVA: One center, one team**