

EXCEL Hospitality Professional™

EXCEL Hospitality Professionals are passionate about becoming better leaders that produce better outcomes in their business. They undergo 12 months of rigorous EXCEL hospitality development and are marked by the following belief and professional standards.

Belief: "People and relationships matter, and the highest performing organizations improve people's lives".

Professional Standards:

- Accountability – takes responsibility for their actions and influence on others
- Honesty – always being truthful
- Integrity – being honest with strong moral principles
- Loyalty – remains committed to their team and their profession
- Objectivity – not swayed or influenced by biases
- Respect – admiring and caring for all people
- Transparency – revealing all relevant information

The EXCEL Hospitality Professional™ designation is a recognition of an EXCEL participants accomplishments in, and efforts toward developing better leaders and better outcomes as evidenced by the implementation of the following leadership actions over a twelve month period of time:

- Full completion of the 12 months of EXCEL Hospitality Development
- 90% participation in bi-weekly leadership conversations
- 90% participation in bi-weekly peer conversations
- 90% weekly scorecard submission and activity in the Sofia leadership cloud
- Qualitative team and EXCEL assessment at program end