

RESPONSIBLE HOSPITALITY GUIDE

Simple ways to serve with care

Working in hospitality means creating joy for others – and that joy can go hand in hand with caring for people, community, and the planet.

Here are a few mindful habits that make a big difference every day.

Care for People

- Treat everyone with warmth and respect – colleagues, guests, and locals alike.
- Always ask before taking photos, especially of children.
- Stay alert to signs of mistreatment or exploitation and report them responsibly.
- Learn and honor local culture and traditions wherever you work.

Care for the Planet

- Save energy: turn off lights, fans, and AC when not needed.
- Conserve water: short showers, close taps, and fix leaks quickly.
- Reduce waste: sort, recycle, and reuse whenever possible.
- Avoid single-use plastics and toxic chemicals.
- Support eco-friendly and fair suppliers.

Care for Your Community

- Choose local: buy, hire, and promote local products and people.
- Respect cultural sites and spaces – they tell the story of where you work.
- Encourage guests and colleagues to travel responsibly too.

Be Proud

Every thoughtful action – big or small – helps make our industry kinder, safer, and more sustainable for everyone.

Together,
we create hospitality
that truly cares.

