

BROOME HOVERCRAFT MISSION STATEMENT AND CORE VALUE

At Broome Hovercraft we are passionate about providing an outstanding tour experience exceeding our customer expectations with an achievement orientated workforce where customer service is at the heart of everything we do.

We believe that every customer interaction is pivotal in maintain and growing our exceptional reputation and as such our values outline the behavioural expectations necessary in achieving our strategic objective of being recognised nationally as a must do touring experience.

WE ARE VIBRANT AND POSITIVE

- We strive to create an inclusive and enjoyable environment for staff and customers
- We empower our staff with the skills and knowledge to confidently and happily carry out their roles
- We enjoy what we do and let it show

WE OPERATE WITH INTEGRITY

- We always act with integrity and honesty in everything that we do from interacting with staff and customer right through to the growth and planning of the business

WE WORK TOGETHER

- Our people set us apart
- We all contribute our individual skill sets and work together to achieve success
- We work together to deliver an exceptional customer experience

WE ARE DETERMINED TO DELIVER

- We do what we say we are going to do
- We are committed to excellence in all that we do
- We strive for excellence in customer satisfaction and business growth

WE ARE COMMITTED TO CULTURAL AND ENVIRONMENTAL SUSTAINABILITY

- We pride ourselves on the eco-friendly features of our hovercraft and the environmental policies we strictly uphold
- We encompass the cultural significance of our land and the areas of cultural importance on our tours