

Minchinhampton Golf Club (MGC)

Mission Statement

MGC has over 130 years of history and our **mission** is to provide our members and visitors with a quality and memorable golfing experience within a safe and welcoming atmosphere. Our Club is accredited to SafeGolf and we welcome golfers of all ages and abilities, providing a safe, fun experience for golfers.

In support of our Mission Statement we set out the following:

- Our **vision** is to be a recognised leader in providing a high-quality golfing experience by ensuring that our three courses, clubhouses, facilities and services, exceed expectations
- Our **philosophy** is simple, within our available resources, every service we provide will be the best of its kind providing a great golfing experience with attention to detail foremost in our minds
- We will present our golf courses to consistently high standards, maintaining natural characteristics
- We will provide a team of well trained and highly motivated people, working together to make our Club an enjoyable and affordable place to play golf and socialise

Our **Service Charter** sets out the standards of service Members and Visitors can expect from the MGC team with a focus on 5 core themes:

1. Excellent Delivery and Service:

With a focus on the Member and Visitor experience, you can expect a warm, friendly welcome from our motivated and knowledgeable staff. We will aim to provide a range of services that appeal to our Members and Visitors and will treat everyone with respect and fairness.

2. Communications:

Our team will seek to provide timely and effective communications using plain language to aid understanding. We will listen, and where able respond positively, or explain where this is not possible. We will use a variety of ways to communicate and will keep you informed if we cannot respond in a timely manner

3. Accessibility of Information:

Our team will provide information that is clear, easily accessible, and up to date whilst adhering to privacy legislation

4. Values:

Our team will ensure the Club is welcoming both in its environment and culture. We will endeavour to meet individual needs whilst ensuring the safety, well-being, and security of Staff, Members & Visitors

5. Collaboration and Working Together:

Our teams will work together 'as one' and we will listen to our Members, identifying opportunities to improve the experience of Members and Visitors. We will engage with relevant golfing bodies and pass on relevant information when appropriate.

More Information:

We hope you find this Service Charter useful and relevant. If you have any suggestions, please discuss with the General Manager or appropriate Member of the Team

More information can be found on both Member and Visitor websites.