

# BENDIGO CLUB CHARTER



We strive to consistently provide good quality food and beverage at affordable prices, with the highest standard of hospitality. Our goal is to build genuine relationships with patrons by providing hospitality and we achieve this in our ability to know our patrons, ask them about themselves, learn their names and anticipate their needs.

We research the local market, understand our competitors, identify gaps and create a point of difference for our patrons.

We aim to grow the Sports Bar through our ability to engage with patrons, have knowledgeable staff and promote and drive food sales.

We drive the growth of functions and corporate bookings by standing out with the level of service and quality of catering we can provide. This utilises all areas of our venue.

The Bendigo Club seeks to know our staff. Everyone is different and we lead by example and adapt our leadership style to engage and maximise our staff members abilities.

Covid-19 safe health and hygiene practices are implemented to ensure the safety of both our staff and patrons. All staff to be inducted and educated regarding Covid-19 policies, procedures and best practices. This instils confidence within the community that when they visit The Bendigo Club, the health and safety measures in place are of the highest standard.