

MISSION, VISION AND VALUES OF THE TOURIST OFFICE OF PALAFRUGELL

Mission:

To manage the Tourist Offices of the municipality of Palafrugell, offering information to visitors, guaranteeing maximum quality and efficiency, within a framework of sustainability.

Vision:

We want to be an organization:

- With a spirit of service, open and close to society and visitors.
- Based on knowledge, with a stimulating culture and a cohesive human team, trained and committed to service.
- Based on the vocation of service, on the efficiency and effectiveness of a job well done.

Values:

Customer orientation: we discover, understand and consolidate the needs of our visitors, establishing relationships of trust, with a proper and respectful treatment.

Respect for the environment: commitment to the environment, minimizing the environmental impact of our actions and contributing to the preservation and conservation of biodiversity.

Respect for people: we are committed to adequate and stable labor relations, within a framework of equal opportunities and promoting family reconciliation.

Development: we promote the development of people through cohesion, training and teamwork.

Innovation and research: to develop ideas to improve the service we provide to the people who use the services we offer, both on-site and online.

Integrity: through honest and ethical behavior that generates trust in our organization, based on transparency in management and communication.

Transparency: ability to communicate and inform in a truthful way who we are, what we do and why, generating trust, credibility and reputation among the different stakeholders.

Budgets are public and accessible to all interested parties.

The electoral process is transparent and participatory.

Companies are informed of the current legal regulations applicable to their sector in all matters related to our responsible attitude (selective collection, accessibility, safety).

Service to society: commitment to meet the needs and expectations of users.