



## Mission Statement:

*"We will be a home away from home where guests are family. We will cherish traditions and simple comforts and foster guests' relationships with family, friends and nature."*

## Vision Statement:

*"Capon will be the best home away from home experience for our guests. We will preserve our unique spirit and be a place that brings out the best in everyone--guests, coworkers, and Austin family--while creating lifelong memories and relationships for generations to come."*

## Core Values:

### RELATIONSHIPS

- We show a genuine care for the wellbeing of co-workers, Austin family and guests.
- We look for the best in others and seek to connect and communicate in meaningful ways.
- We work hard at working together and have fun along the way.
- We welcome everyone and pledge to maintain an environment that respects diverse traditions, heritages, and experiences.

### TRADITION

- We are unapologetically timeless—our charm is our sameness, simplicity and predictability.
- We hold true to our traditions and do not change for the sake of change, but constantly seek ways to improve the guest experience.

### SERVICE

- We smile often, are welcoming to all, friendly, attentive, and flexible to guests' needs.
- We aim to please and are happy to make exceptions or accommodations to make guests feel special.
- We remember guest preferences from day-to-day and details about guests lives from year-to-year.

### INTEGRITY

- We expect the best of ourselves and have high standards for our work.

### SUSTAINABILITY

- We are good stewards of our historic buildings, our land, our water and other natural resources.