



# Monarchs Values

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## Monarchs' Six Fundamental Characteristics Of Commitment To Excellent Service

1. To provide the highest quality gymnastics and tumbling instruction to children of all ages and skill levels.
2. To provide a fun and dynamic environment for children to stay active while building friendships.
3. To provide quality instruction and proper technique for street sports: Parkour, Xtreme Sports and Ninja.
4. To provide a basis for cheerleaders through stunting, motions, dance, and tumbling instruction.
5. To provide programs of value-added quality that are fun, convenient and hassle free.
6. To provide strong customer service and an ongoing commitment to excellence.

## Monarchs High Five's

- Safety
  - I practice safe behaviors in everything I do.
  - I take action to always put safety first.
  - I speak up to ensure the safety of others.
- Courtesy
  - I project a positive image and energy.
  - I am courteous and respectful to customers of all ages.
  - I go above and beyond to exceed customer expectations.
- Knowledge
  - I have obtained the necessary information to do my job effectively.
  - I have a clear understanding of company brand standards.
  - I possess the necessary information to effectively communicate with customers and staff.
- Show
  - I stay in character and perform my role within Monarchs.
  - I ensure my area is show-ready at all times.
  - I understand that the show must go on.
- Efficiency
  - I perform my role efficiently so customers get the most out of their visit.
  - I use my time and resources wisely.