

At the Hilton Austin....

At Hilton Austin our culture is known to be strong and to build a team that is family around a mantra of Care, value and Respect.

At Hilton Austin we have team members from around the world. We have representation from 24 countries and we have 21 languages.

At the Hilton Austin we speak of our great mix of cultures that makes our day to day so exciting and so vibrant.

At the Hilton Austin, we treat each other with Care, value and Respect and we treat our guests just the same, as they are also the most important part of our daily journey.



Community

2016

\$65000 in donations to our community partners

2000 hours donated in community hours

Impacted 10 organizations

Engaging our team in Diversity

Upon hire, each team member goes through a two day orientation. In orientation they learn that we are all about hospitality and the diversity of our team and our guests. They learn about Care, Value and Respect. We review Hilton's Code of Conduct which sets the expectation of behavior towards each guest, team member, vendor and partner. We also review and train about Diversity and Inclusion which speaks of holding each other to the highest degree of integrity, ethics and service excellence.

We promote our open door policy so that each team member is comfortable in bringing forward any situation that may make them or someone else uncomfortable. Each situation is as quickly as possible and with fair treatment for all involved.

How we are viewed....

In 2016, Hilton Austin received the Blue Energy Award which is the highest award a Hilton Hotel can receive regarding culture.

In 2016 our team member survey scores reflected great feedback:

86% Trust Score and 88% Leadership Effectiveness and 83% Engagement