

IJ Tours Ltd t/a “International House Manchester or IH Manchester”

Mission Statement

We strive to empower and enable each individual student to reach their goals in a culture of support and achievement.

To differentiate ourselves from the competition by:

- consistently delivering superlative customer service to all stakeholders
- creating a friendly but professional atmosphere in a safe learning and working environment
- always assisting every student to achieve the very best that they possibly can
- maintaining effective communication with all stakeholders in order to facilitate:
 - continuous improvement: how can we do it safer / better / cheaper?
 - continuous innovation: identify and service new and changing customer demands
 - a lasting and meaningful relationship with them

Reviewed March 2018 – Next review March 2019