

## **Golden Hotel Group**

### **Quality assurance policy**

Golden Hotels' goal is to ensure that our guests can be certain of a high quality experience whenever they stay at our properties.

To make sure we can achieve that, we have precise systems in place to set the standards and ensure our staff maintains them.

For the implementation of the Quality Assurance Policy, we ensure that:

- Each staff member is responsible for the quality of his work.
- Each supervisor is responsible for the quality of his department.
- All staff members are informed of the Quality Assurance Procedures.
- All the necessary means and resources are provided, in order to achieve the quality objectives.
- All control measures are analyzed and used as part of continuous quality Improvement.

The Quality Assurance Policy is the pinnacle of the Quality Assurance System in order to achieve the hotels' objectives. Within the Quality Assurance Policy, the board of the hotels has set specific quality objectives which are:

- Decrease the customers' complaints.
- Extensive training of our staff members.
- Further improvement of the hotel services.
- Further improvement of the working environment.

The aim and objective of the Management, Administration and all employees' is our commitment for continuously improving the quality of our services.

**[www.goldenhotels.gr](http://www.goldenhotels.gr)**

**[www.insulaalba.com](http://www.insulaalba.com)**