



## **Quality Assurance Policy**

If there is a human activity, a social institution that brings together people, this certainly is tourism. This peacemaker institution is for GOLDEN Hotels & Resorts a social and economic factor for development and independence.

GOLDEN Hotels & Resorts' goal is to ensure that our guests will enjoy a high quality experience. To ensure that we will achieve this, we have implemented precise procedures that our staff strictly adhere to.

For the implementation of the Quality Assurance Policy, GOLDEN Hotels & Resorts ensure that:

- ◆ Each employee is responsible for the quality of his work
- ◆ Each supervisor is responsible for the quality of his department
- ◆ All employees are informed of the Quality Assurance Procedures and of the Food Safety System
- ◆ 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 management of the hotel has set specific quality objectives which are:

- ◆ Endless effort for the complete and continuous satisfaction as a result of the offered services and products
- ◆ Our guests are treated with dignity and full of professionalism
- ◆ Extensive training of our staff members.
- ◆ Continuous improvement of our services and the quality of our products
- ◆ Ensuring a comfortable and peaceful accommodation for our guests
- ◆ Create a warm atmosphere at the arrival of our guests with essentials friendliness and understanding of their needs
- ◆ Direct and willing response to the demands of our customers
- ◆ Maintaining the best performance of our equipment and premises