



QUALITY ASSURANCE PROCEDURE

VISION

At the **MELENOS LINDOS EXCLUSIVE SUITES** we value customer satisfaction as a key factor to our companies sustainability and we are committed to providing constant, top quality services and products with respect to our clients demands.

PROCEDURE

Our quality procedure is described as following:

- We gather guest information on specific satisfaction indicators, monitor all feedback and analyze all data in order to immediately take any required corrective actions
- Communication with all related departments all relevant information discussion of the results with personnel and implementation of corrective actions for any scores that do not meet our targets
- Train our staff on their specific roles in relation to guest satisfaction on an annual basis
- Conduct quality controls of all products purchased from our hotels and keep records of any non-compliances

Fengou Maria

Hotel Manager

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