



"MELTEMI VILLAGE " HOTEL POLICY QUALITY ASSURANCE POLICY

OUR COMMITMENT

The management of "Meltemi Village " Hotel is committed to maintaining high standards and ensuring quality for our customers, our staff and other stakeholders. We regularly seek feedback from our staff and guests about their experience at our hotel and use this information to continually improve our operation.

Customer Feedback

The effectiveness of our services is evaluated through questionnaires and feedback from our customers.

To ensure that we monitor customer reviews and feedback, we have the following processes in place and, based on the results of this feedback, make any necessary changes:

- Guest rating cards are available in all rooms. These can be completed anonymously, and guests are asked to either leave the completed card in their room, to be collected by a maid, or hand it in to any member of staff. Any serious issues are dealt with immediately and every month the comments and ratings are compiled into a report sent to management, along with any suggestions for changes and improvements to our services.
- Information in each room contains information on how customers can submit a complaint to management.
- Includes a telephone number and e-mail for direct contact with the shift supervisor as well as a postal address, in case a customer prefers to send us a letter after departure.
- Every year we train our staff on how to deal with our customers' complaints and relevant procedures are also included in the employee handbook.
- The above results are communicated through frequent meetings between the Management and the staff.

Staff Feedback

To ensure that we monitor the ratings and feedback from our staff, we apply the following procedures and, based on the results of this feedback, make any necessary changes:

- A locked and marked suggestion box has been placed next to the staff entrance encouraging all employees to contribute - even anonymously - to the feedback process with any comments and observations.
- The General Manager collects the contents of said box every Monday and if necessary, works with the heads of the respective departments to investigate any comments and make the necessary changes where possible.
- Staff are informed of any changes made as a result of feedback at monthly departmental meetings.
- "Meltemi Village " is committed to continuing to improve its services in order to achieve the maximum level of quality required. The main objective of this Policy is to develop high-quality services that help meet the needs of our customers, thereby enhancing the performance and development of our people.



MELTEMI HOTELS & RESORTS

"MELTEMI VILLAGE " HOTEL POLICY QUALITY ASSURANCE POLICY

The Hotel studies the external and internal factors that can negatively or positively affect the performance of the company while understanding the needs and expectations of the participants.

It also assesses and addresses potential obstacles, thereby strengthening management and commitment to quality management.

The hotel undertakes to follow and comply with applicable legal and other conditions.

Executives and all other employees have studied and been informed of our business objectives and the standards of practice that the policy follows.

The targets are redefined after detailed checks at least once a year for their appropriateness.

Ensuring the effective operation of all the hotel's procedures and instructions lies in the planned internal control.

Quality management ensures that services are provided as defined in recorded methods and procedures. Full implementation is required in all areas of hotel operation.

This policy enhances the improvement and efficiency of the company and promotes and contributes to the achievement of the goals and objectives set by the Management.

Each employee is fully aware of this Quality Policy and adopts its purpose and goals.

This policy will be reviewed annually for ongoing updates.

THE MANAGEMENT
Hotel MELTEMI VILLAGE
August 1, 2022