



QUALITY ASSURANCE POLICY

KALITHEA HOTELS are an accommodation that continually attempts to evolve, mature and excel with respect to optimal guest service and premium grade amenities for the thousands of guests who yearly attend our venue.

Through providing quality assurance strategies we are able to continually enhance our performance and guest satisfactory levels.

STRATEGY FOR QUALITY ASSURANCE:

- Regularly accumulate and evaluate guest feedback via surveys and guest questionnaires (all guests are given upon departure)
- Continual employee training with respect to managing problems and complications that may arise during the course of the summer season.
- Management involvement with daily hotel activities and guests as to communicate and receive direct feedback via dialogue from guests and to immediately rectify any potential problems which might occur.
- Cooperation with our respective tour operators as to receive feedback and report guest complaints.
- Setting accommodation and sales targets that directly imply guest satisfaction and appreciation of the business, its' services and amenities.
- Daily, weekly or monthly examination of all our automated systems, electrical facilities, pool systems, operational systems, mechanical devices, transportation vehicles, room and suite checks, pipelines and plumbing and telecommunications.

All relevant issues with respect to quality control and assurance are regularly discussed in meetings conducted by management and employees within each respective department.

Hotel Manager
KALITHEA HOTELS