

QUALITY POLICY
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Hotel Management Anissa Beach & Village Hotel, based in Anissaras, Hersonissos, Crete, within the framework of actions to manage the quality of the services provided, having in mind to ensure high quality services and the safety of its customers, has formulated the following Quality Policy.

✓ The Hotel and its Management are committed to:

- ✓ For the Quality of the Services it provides, so that they comply with the National and Community Legislation as well as the other provisions related to the space as well as with the requirements agreed with customers.
- ✓ To provide all the necessary resources so that staff can work seamlessly and safely in an appropriate working environment.
- ✓ For the continuous and uninterrupted effort to improve its services, ensuring a permanent and stable offer of services.
- ✓ To act appropriately to protect the safety and health of its customers.
- ✓ For the continuous and uninterrupted effort to improve the quality assurance system it implements.

To achieve the above, the company takes care of:

- ☞ It trains and manages its staff so that it can respond and contribute to the company's effort.
- ☞ It provides the appropriate equipment and working conditions that ensure the Quality and Safety of its Services.
- ☞ It monitors its customers and ensures that their opinion on the level of products and services is retrieved.
- ☞ Monitors the Quality of its Services by strictly applying the Quality Assurance System.
- ☞ Monitors and controls its activities, having established measurable goals.
- ☞ Analyzes the produced data in order to continuously improve the business and final customer satisfaction.

Security policy shall be reviewed for its continued relevance.

The safety policy is communicated, implemented and maintained at all levels & our staff at all levels and our suppliers are aware of the Hotel Policy and are obliged to contribute to its Implementation.

Hotel Management is committed to supporting the implementation of the Policy.

01/12/23
Hotel Management