

DATE 30/10/2024

QUALITY POLICY

Akti Palace hotel seeks to identify its name with high quality service, and at the same time preserve the tradition of high-quality hospitality services. To achieve this, we believe in the following principles:

- Maximum customer satisfaction with the services and products offered.
- Ensuring the health and safety of our customers while staying at our hotel.
- Treating the customer with dignity and professionalism.
- Continuous improvement of the quality of the services and products we provide.
- The client becoming our "ambassador" expressing only positive comments about our hotel.
- Ensuring a comfortable and quiet stay at our hotel.
- Creating a climate of friendship and understanding with our customers.
- Immediate and willing response to our customers' requests.
- Keeping the operation of our premises and equipment in excellent condition

To achieve the above, Hotel Management:

- Continuously reviews and improves the quality of its services, to the extent possible, as well as the effectiveness of its Processes and therefore of the entire Quality Management System.
- Sets measurable Quality targets for at corporate level as well as at operational level of Departments and / or Processes. These objectives are established and evaluated to the extent that they are achieved in the context of the QMS Review by the Management of the Organization.
- Monitors, measures and evaluates critical parameters and processes to ensure that the objectives set are met.
- Monitors, updates and follows current Community & National legislation which affects the activities it implements.
- Invests in the continuous training and information of its executives so that they promote Quality in all their activities.

The Hotel Manager

