akti hotels

QUALITY POLICY

Purpose:

To ensure the consistent delivery of high-quality hospitality services that meet or exceed guest expectations.

Policy Statement:

At Akti Hotel, quality is central to our operations and guest experience.

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

We commit to:

- Maintain high standards of cleanliness, comfort, and service.
- Continuously review and improve 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.
- Set measurable quality targets 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.

- Monitor, measure and evaluate critical parameters and processes to ensure that the objectives set are met.
- Monitor, update and follow current Community & National legislation which affects the activities it implements.
- Invest in the continuous training and information of its executives so that they promote Quality in all their activities.

The Manager



DATE

10/03/2026