



## **QUALITY POLICY**

At SeaCrete Hotels we value our guests and provide them with high-level accommodation and leisure services, not only to fulfill their expectations but also to go beyond these. Since 1995, we are committed to the continuous improvement of our services by implementing a Quality Management System in order to continuously measure our performance and achieve a higher satisfaction of our guests.

### **Our quality assurance procedures comprise of:**

- Regular monitoring, compiling and evaluation of our guest reviews from all communication channels, whether derived from within our hotel group or from various online platforms.
- Close partnership with travel agents so as to receive feedback concerning their customers' satisfaction level.
- Establishing appropriate procedures to deal with guest complaints, together with continuous training of our staff relating to addressing such issues and suggesting effective solutions as promptly as possible.
- Continuous education and training of employees, relating to the field of their work in order to improve the quality of services offered.
- Reviewing of all internal procedures regularly, along with communicating our quality performance indicators to all personnel via email, memos and during departmental meetings.

Although the General Manager has the broad, overall responsibility for the provided services, all the employees take on the responsibility of their own work, thus contributing to the integration of a quality culture into the day-to-day operation of the entire group.

Theofilos Georgiou  
General Director  
SeaCrete Hotels