



KEFALOS DAMON
HOTEL APARTMENTS

QUALITY ASSURANCE POLICY

Basic principle and commitment of the management and staff of KEFALOS DAMON HOTEL APARTMENTS are to:

- I. Provide clients with the hospitable service and excellent products to cover and fully meet the contractual requirements of guests,
- II. Comply with the relevant legislative provisions and regulatory procedures and
- III. To always achieve the quality targets set by the management of the hotel

To achieve the above, the Management of the Hotel:

- ❖ Sets objectively measurable quality objectives on operational level, on operational level for departments and / or Processes and on services / products. These objectives adopted by all, established and regularly evaluated as to the degree from achievement of the Senior Management of the hotel.
- ❖ Ensures the identity of purpose in an identical direction and internal environment which actively involves all employees to quickly and effectively achieve the targets of the Hotel.
- ❖ Provides guidance and the necessary resources and means for the smooth and efficient operation of the hotel at the lowest possible cost and the best possible result.
- ❖ Invests in continuous training, information and education of its employees so that they can promote to the maximum the quality in every activity or event.
- ❖ Develops long-term mutually beneficial relationships with reputable competitive, technologically advanced and quality conscious suppliers.
- ❖ Monitors, measures carefully and objectively assess the critical parameters of the hotel's management, as well as the processes to ensure always the best quality.

Andreas Sofroniou

General Manager

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