



## **QUALITY POLICY**

The main principle of OLYMPIA GOLDEN BEACH RESORT AND SPA is to provide and ensure its customers' quality of services. This is achieved through the organization of our hotel with the help of quality management systems that meet ISO and HACCP standards.

For this reason, we set specific goals and make use of a multitude of new techniques to achieve them. We, therefore, proceed to:

- Continuous information and training of our staff and partners
- Improvement and upgrade of our hotel
- Using a questionnaire to measure customer satisfaction, as well as handling complaints, and implementing actions where necessary
- Fast and efficient customer service
- Compliance with occupational health and safety regulations
- Continuous improvement of staff through seminars
- Compliance with the relevant legislation
- Systematic information of the competent services and people about the developments in the tourism sector

These goals are studied and renewed at regular intervals by the company's management.

Our hotel unit is characterized by responsibility and respect for customers and the environment.

The management of the company is committed to implementing the Quality Management System and providing the required material and moral resources to improve the Quality Policy.