



QUALITY ASSURANCE POLICY

The Quality Assurance policy of Southern Palms Hotel is to provide Hotel services and products that fully meet the quality requirements of our Customer at all times; as they change over time and as described in international standards and directives.

The Management of the Hotel undertakes to support, monitor and implement all the necessary measures required to achieve the highest standard of service possible.

The Management also undertakes to locate and examine 'quality' problems throughout the Hotel and with the assistance of every employee study and implement the necessary measures to prevent them from reoccurring in the future.

Our goals.

To be customer-oriented: This means immediate service, so that the customers feel that their needs have been met or even exceeded. Our employees must show politeness and friendliness at all times, making our customers always feel welcome. Our customers are the final judges of our product.

Efficient service: A constant monitoring and awareness of customers' needs, so as to make them feel that they receive the highest and most efficient level of service possible.

Quality service: This is achieved through Continuous Education and Improvement; always striving to be the best we can be.

We intend to manage the above based on the Hotel's policies and procedures. All forms of feedback from our Customers will be taken into consideration and the necessary steps taken to constantly improve our product and services.