



Quality Assurance Policy

Aqua Paradise Resort was created with the intention of providing the best holiday environment to all of our guests. We endeavor to present the highest quality of guest services. We value our guests and we believe that it is paramount for our establishment to grant them with the highest quality of services and facilities they deserve.

We are devoted to maintain and improve the already established quality assurance standards which helps us to measure and enhance our upscaled services.

Through our Quality Assurance Policy we will:

1. To implement and maintain the Quality Assurance Management.
2. To deliver top quality services to all of our guests.
3. To maintain the highest customer satisfaction.
4. To create pleasant working conditions and atmosphere for our employees.
5. To increase our efficiency, by listening to our guests constant feedback.

To achieve our objectives we have applied the following system to monitor if our daily operations are in compliance with the established Quality Standards.

1. Achieve and maintain our Travelife for Hotels and Accommodations award.
2. Strict compliance with the implemented HACCP procedures to ensure food safety and quality.
3. We attach great importance to the online reputation of our establishment and the guests' feedback on social media, because it helps us to identify our guests' suggestions and needs.
4. We implied a special survey (Guest Questionnaire) on a weekly basis, with the purpose of gathering on-spot information about our performance and our valued guests' improvement ideas.
5. We have an appointed Guest Relations Team, dealing with the needs and requests of our guests.
6. We have a Quality Assurance Manager onsite, monitoring the compliance with the quality standards, implementing measures when needed and ensuring that all the operations in the establishment are in conformance with the Quality Requirements.
7. Constantly working with the developed approach of dealing with customer concerns.
8. Schedule regular training for our employees and organize their career development within the company.

The high guest satisfaction is one of our benchmarks. We aim at providing our guests with quality which not only meets but exceeds their expectations. Implementing the Quality Management grants us the opportunity to make sure that our day-to-day work is in conformance with the Quality principles.

