

Quality Policy

The management of the hotel complex, SUN BEACH RESORT COMPLEX aims to satisfy its customers, through the systematic analysis of their needs and desires, meeting both their requirements and their expectations, in an organizational environment evolving with the philosophy of continuous improvement.

Our main goal is to exceed the expectations of our guests and to create unforgettable memories, satisfying the needs of the contemporary visitors but also ensuring value for their money.

The quality of the provided services, the health & safety of our clients and staff, the protection of their personal data, the development of pleasant & friendly conditions for children, the suitability of human resources and the cooperation with reliable suppliers-partners sustain the main pillars of the applied strategy.

A Quality Management System (QMS) according to the ISO 9001: 2015 international is implemented in all areas of hotel services, reservation, accommodation and reception, catering, entertainment, supermarket retail and vehicle rental services, in all functions involved and at all organizational levels, including the applicable regulatory and legislative requirements.

We establish measurable quality goals, which are regularly monitored and revised (at least annually) by the Management as to their appropriateness. Suitable respective actions are taken in order to continually improve performance in line with the defined goals and, above all, the intended service quality.

The integrated quality approach in our Hotel Complex, also, encompasses the implementation of a food safety management system according to ISO 22000 standard and an Environmental Management System according to ISO 1400 standard, as well as, principles for the management of health and safety conditions.

The Management expresses its commitment to the effective implementation of the QMS, the provision of the necessary resources, following the legal and regulatory requirements and the requirements that arise from the interested parties, the continuous improvement of the QMS and

calls all partners, suppliers, staff and recipients of the services of the Hotel and every interested party to support its effort and contribute accordingly to the implementation of this policy, based on the present framework.

The Management of the company has appointed as its representative for the Quality Management, Mr. George Tselios, the Hotel Manager, who has the authority and responsibility to implement and maintain the Quality Management System. In this context, he reports to the Top Management regarding the performance of the QMS, including appropriate suggestions for its continual improvement

The present is at the disposal of all relevant interested parties and is communicated with every appropriate means.

Rhodes, 15.03.18

Approval:

Savvas Katris
CEO