



QUALITY MANAGEMENT POLICY

The Management of the Company operating in the field of hotel services

1. It is committed to the Quality of the Products and Services it provides, so that they comply with the National and Community Legislation as well as the other provisions related to the field.
2. It is committed to providing all necessary resources so that staff can work seamlessly and safely in an appropriate working environment.
3. It is committed to the continuous and uninterrupted effort to improve its products, ensuring a permanent and stable production of a suitable, safe and quality product.

To achieve the above, the Management of the Organization:

1. It trains and manages its staff so that it can respond and contribute to the company's effort.
2. It provides the appropriate equipment and working conditions that ensure the Quality and Safety of its Products.
3. It monitors its customers and ensures that their opinion on the level of products and services is retrieved.
4. Monitors the Quality of its Products and Services by applying strict Quality Management Systems in accordance with ISO 9001:2015.
5. Monitors and controls its activities, having established measurable goals.
6. Analyzes the produced data in order to continuously improve the business and final customer satisfaction.
7. Take into account the requirements of all stakeholders (internal – external)

The staff at all levels of the company is aware of the Quality Policy of the Company and is obliged to contribute to its Implementation.

The Management of the Company is committed to supporting the implementation of the Policy.

The Management

Georgios Pelekanakis



General Manager