



Quality Assurance Policy of Hotel Quinta Alegre

Hotel Quinta Alegre was established in 2003 to provide accommodation and leisure services to our guests. We are based in Estreito da Calheta, Madeira and employ 20 people.

Quality is highly important to our business because we value our guests. We tried to provide our guests with the services that meet and even exceed their expectations. We are committed to continuous improvement to establish quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of guest feedbacks by questionnaires
- Costumer complaints book
- Training and development for all our employees
- Regular monitoring of feedback, taking action to improve when identified
- Measurable quality objectives which reflect our service level standards
- Regular reporting to management of our guest feedback and complaints

Our internal procedures are reviewed regularly and our quality objectives are communicated to all our employees through our team meetings and staff handbook.

Though the Senior Manager has ultimate responsibility for quality, all employees have a responsibility in their own areas of work, helping to ensure that quality is embedded across the whole property.

Senior Manager

Robert Kusch

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