



QUALITY ASSURANCE POLICY

Quality is important to our business because we value our guests. We strive to provide our guests with services that meet and even exceed their expectations. We are committed to continuous improvement and have established 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 feedback
- Customer complaints procedure
- 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 and our quality objectives are communicated to all our employees throughout our Company notice Board, intranet, team meetings and staff handbook.

Though the General Manager's 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.