



## QUALITY ASSURANCE POLICY

**Maris Sol Hotels** is committed to assuring the quality of its brand, ensuring that our GUESTS can expect a consistent level of quality facilities and personalized service in all Hotels associated with the brand.

**Mythos Beach Resort affirms that is highly committed to providing high quality services with an aim to satisfy the needs and expectations of our valued GUESTS by ensuring that:**

1. Our services and facilities are designed and operated to consistently provide the highest quality standards that will satisfy the needs and exceed the expectations of our GUESTS.
2. Standards for facilities and service are set, constantly reviewed and achievement of standards is regularly monitored to ensure GUEST needs are met and expectations exceeded.
3. Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, comfort and reliability for the benefit of our GUESTS and our business and the environment.
4. Qualitative and quantitative targets are set in order to continually improve the effectiveness and suitability of the management system, facilities and service standards, both in operations and the in the minimization of the environmental impact of our operations.
5. On going training and development of our employees for skills and knowledge that contribute directly to the levels of GUEST service and self-development.
6. The management and the STAFF are to always conduct themselves in a professional manner as defined by the Hotel Manuals and Procedures, thereby ensuring that the requirements defined by our GUESTS are continuously achieved and maintained.
7. GUEST feedback is the only true measure of our success. We encourage open and honest feedback from our GUESTS and constantly monitor GUEST feedback to learn where systems and services have failed and to take preventative measures to avoid such instances recurring.

**To this end, our assurance to our GUESTS is:**

- ***Clean, comfortable and well-maintained hotel rooms.***
  - Rooms will be comfortable, regularly cleaned and kept to the highest standards.
  - All features, amenities and utilities will be in good working order. This includes all televisions, lighting, electrical, plumbing, heating, hot water systems and air-conditioning (where appropriate), among others.
- ***Clean and well-maintained facilities.***
  - All advertised features and amenities will be in good working order and available for GUEST use. Restaurants, grounds, and other common areas will be well-maintained and clean.
- ***A satisfying dining experience.***
  - Food will be fresh and well-prepared. Restaurant and room service will be prompt and courteous and meet the service standards specified by the company. STAFF will be well-trained and knowledgeable.
- ***Safety and security.***
  - All reasonable measures will be taken to provide a safe and secure environment for GUESTS and their belongings.
- ***Treated with the utmost courtesy, attention to detail, responsiveness and efficiency.***
  - All STAFF will ensure that every interaction with a GUEST is a positive and memorable one that will exceed the GUESTS' expectations and leave GUESTS with a positive impression of the Hotel and its levels of service.
  - STAFF members will be well-trained and will make every effort to respond to GUEST inquiries accurately and in a timely and courteous manner.
- ***All complaints properly addressed.***
  - A good faith effort will be made to promptly resolve all complaints and GUEST service issues in accordance with generally accepted good hospitality practices and to the satisfaction of the GUEST, whenever possible.

