



Quality Policy — Marissol Hotel Group

Subject: Commitment to delivering exceptional hospitality services while continuously improving guest satisfaction, operational efficiency, and staff development

Version: 1.0

Effective Date: 5/1/2025

Applies to: All hotels and operations of the Marissol Hotel Group

1. Purpose

The purpose of this Quality Policy is to define Marissol Hotel Group's commitment to delivering exceptional hospitality services while continuously improving guest satisfaction, operational efficiency, and staff development. Our Quality Policy serves as a framework for decision-making, performance evaluation, and compliance with international standards of service excellence and sustainable operations.

2. Scope

This policy applies to:

- All hotels, resorts, restaurants, and facilities managed by Marissol Hotel Group.
- All employees, contractors, and partners representing the Group.
- All aspects of guest service delivery, supplier engagement, and operational performance.

3. Quality Commitment

Marissol Hotel Group is committed to:

- Providing **exceptional guest experiences** that exceed expectations.
- Ensuring **safe, clean, and comfortable environments** at all properties.
- Embedding **continuous improvement** in every aspect of our operations.
- Maintaining compliance with **legal, regulatory, and certification standards** (including Travelife for Accommodation, ISO standards where applicable).
- Fostering a **culture of excellence**, professionalism, and accountability among all staff.

4. Principles of Quality Management

4.1 Guest Satisfaction



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- Guest needs, expectations, and feedback are central to our service delivery.
- Regular monitoring of guest satisfaction through surveys, reviews, and direct communication.
- Prompt resolution of complaints and implementation of corrective and preventive actions.

4.2 Continuous Improvement

- Apply the **Plan–Do–Check–Act (PDCA)** cycle to all operations.
- Review key performance indicators (KPIs) monthly and adjust processes where needed.
- Benchmark performance against industry best practices and competitor standards.

4.3 Employee Engagement & Training

- Provide ongoing training to ensure staff have the skills, knowledge, and motivation to deliver high-quality services.
- Recognise and reward performance excellence.
- Encourage a culture of open communication, teamwork, and responsibility.

4.4 Compliance & Standards

- Adhere to national and international laws, health and safety regulations, and hospitality standards.
- Ensure supplier and contractor compliance with Marissol's quality and sustainability requirements.
- Align quality objectives with sustainable business practices, including environmental and social responsibility.

4.5 Risk & Safety Management

- Apply risk-based thinking to anticipate potential quality issues and implement preventive measures.
- Maintain robust systems for health, safety, and hygiene, ensuring safe environments for guests and staff.



5. Objectives

To achieve this policy, Marissol Hotel Group will:

1. Achieve and maintain guest satisfaction scores above **90%** across all properties.
2. Resolve **100% of guest complaints** within 48 hours.
3. Conduct at least **two staff training sessions per department per year** on quality and service standards.
4. Ensure **compliance audits** are conducted annually for quality and safety standards.
5. Establish **continuous improvement projects** each year (e.g., service innovation, digital solutions, efficiency upgrades).

6. Monitoring & Reporting

- Establish KPIs for service quality, guest satisfaction, staff training, and operational efficiency.
- Monitor performance monthly, review results in management meetings, and publish outcomes in annual sustainability and quality reports.
- Use internal audits and external certification audits to ensure compliance and continuous improvement.

7. Governance & Responsibilities

- **CEO & Board of Directors:** Provide strategic leadership, approve policy, and allocate resources.
- **Group Quality Manager:** Develops and oversees the Quality Management System, tracks KPIs, and coordinates audits.
- **Hotel Managers:** Ensure policy implementation at property level, conduct staff training, and manage corrective actions.
- **All Employees:** Responsible for delivering high-quality services and upholding Marissol's standards in daily operations.

8. Communication

- This Quality Policy will be made available to all employees, suppliers, and contractors.



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- It will be displayed in staff areas and on the Group's official website.
- Updates and progress will be communicated through annual reports and staff meetings.

9. Review & Continuous Improvement

- The Quality Policy will be reviewed annually by the Group's Senior Management to ensure its continued suitability, adequacy, and alignment with strategic goals and industry trends.
- Feedback from staff, guests, and stakeholders will be considered in every revision.

Statement of Commitment

At Marissol Hotel Group, **quality is not a goal, but a way of working.** We are committed to providing world-class hospitality, continuous improvement, and sustainable growth while ensuring that every guest feels welcomed, valued, and inspired to return.