



QUALITY ASSURANCE

TUI Sensimar Oceanis Beach & Spa Resort has the overall goal to become a better business regarding the quality and the experience we offer to our guests. We continuously work on the satisfaction and happiness of our guests during their stay so that they are happy to return to our hotel in the future. We are continuously driven to offer high quality to our guests at all time.

To assure this we:

Food and Beverage

- ✓ Maintain qualitative food and drinks by checking everything we receive from (local) suppliers
- ✓ Do not keep supplies in large quantities; we prefer to order fresh products every day so we can be certain about the quality, especially fresh fruit, vegetables.
- ✓ Check the thermometers in all refrigerators and storage rooms on a daily basis, and arrange our suppliers based on their expiry dates.

Customer Satisfaction

- ✓ Maintain a high qualitative level of service towards our guests at all times. Meetings with (general) management take place to keep this level of service in order.
- ✓ Assure a high level of cleanliness throughout the hotel
- ✓ Have a questionnaire in the public areas of the hotel and an Opinion Book. We have a **TUI Sensimar Oceanis Beach & Spa Resort** idea wall and idea box where all guests can write down their suggestions, opinions and/or complaints. We will take these suggestions into account for our (investment) plans and improvements, or we immediately solve any problem that comes to the surfaces when guests are still in the hotel

Maintenance

- ✓ Check the rooms for any needed maintenance on a daily basis, our front office employees keep a good eye on the guests if they need anything
- ✓ Have a maintenance employee present to fix and repair any possible issues every day

This information is communicated to all employees and any third party interested.

Drosos Georgios – Fotis

Owner TUI Sensimar Oceanis Beach & Spa Resort