

**QUALITY ASSURANCE POLICY**

SVPETRVS HOTELI statement

This quality assurance policy outlines our belief and commitment to ensure that ongoing quality improvement is an integral part of our organization.

Svpetrvs Hoteli will aim for continuous improvement in the quality of all aspects of its work as part of its determination to help all workers to achieve highest possible standards.

* Svpetrvs Hoteli aims to be the first choice for the guests within its community.
* The purpose of the Quality Assurance Policy is to ensure continuous improvement through a process of self-evaluation and action planning.
* The Quality Assurance Policy and associated procedures will involve all employees and collaborative partners. The management of the process will be trough the existing organizational structure.
* The quality assurance procedures will be founded in all process of regular self-evaluation by teams in different departments, internal & external audits and observations, in addition to employer and guest feedback.

Responsibility for Implementation

* All hotel staff is responsible for the implementation of the Quality Assurance Policy
* It’s the General Managers responsibility to ensure there is an annual review of the policy
* It is the responsibility of all to engage positively in that review and ensure implementation

