

QUALITY POLICIES

Quality is a very important factor for our business since it represents an added value for our customers and a differentiating touch, and therefore, at SBH HOLES & RESORTS we have a quality program that guarantees a standard to be followed, measurable and It helps us improve our performance in all areas of the hotel service.

- We comply with the law and current regulations.
- We offer a familiar and close treatment to our clients.
- We encourage and enhance professional development for all our employees, as well as teamwork and contribute to their good environment.
- We set measurable quality objectives, with the purpose of achieving them, which reflect our service level standards.
- We guarantee the quality of service and products that meet and exceed the expectations of our customers.
- We regularly control and monitor customer satisfaction, through the collection of customer suggestions and complaints, taking appropriate measures to improve our service in a plan for continuous improvement in our monitoring committee.
- We ensure integrated Quality as the internal procedures, instructions, policies and manuals of each hotel are reviewed regularly and the Quality objectives are communicated in different ways in order to reach all employees: through the bulletin boards, team meetings, etc. so that all employees get involved in their own work areas to achieve excellence.

FUERTEVENTURA 01 December 2019



CEO SBH