

ABC Hotel Quality Assurance Policy

Our Commitment

The senior management at ABC Hotel are committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders. We regularly seek feedback from our staff and guests about their experience with us and use this information to continually improve our operations.

Guest Feedback

We have the following procedures in place to ensure we are monitoring guests feedback and making any necessary changes to our business as a result of that feedback: -

- Guest comment cards are included in all rooms. These can be completed anonymously, and guests are advised to either leave the completed card in their room for collection by housekeeping or to hand it to a member of staff. Any serious issues are dealt with immediately and every month the feedback is collated into a report that is sent to senior management along with any recommendations for changes and improvements to our service.
- Our guest information booklet in each room contains information on how guests can make a complaint to senior management. It includes a phone number and e-mail address for the Manager on duty, along with a mailing address should they wish to send us a letter after they check out.
- Every year we train our staff on how to deal with guest complaints and procedures for handling guest complaints are included in the staff handbook.

Staff Feedback

We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback: -

- A locked employee suggestions box is located next to the staff break room entrance with signage encouraging all employees to give feedback that can be anonymous.
- The General Manager collects the contents of the box every Monday and works where necessary with relevant department heads to investigate comments and to make changes where possible.
- Staff are notified of changes that have been made as a result of the feedback at a monthly team meeting.

Josephine Bloggs, General Manager, 1st July 2019