



nestor hotel

QUALITY POLICY STATEMENT

Nestor Hotel is a company committed to continually improve its services in order to attain the maximum quality level required by its guests. The main elements of this quality policy are the development of high quality services aimed at satisfying our guests' requirements and related legislation, the enhancement of operational performance as well as the development of our people.

The Company is committed to satisfy the current legal and other requirements. To this effect the Company is implementing a Quality Management System thus creating an Integrated Management System.

All senior and other employees have been made aware of our operational objectives targets and practicing standards applicable to this quality policy. All of them have been informed of this quality policy, procedures and instructions defined within.

To ensure that all Company's procedures and instructions operate effectively we undertake planned internal audits as defined within this Quality Management System.

This Quality Management System assures that services are provided as defined in the documented working procedures, instructions and to make sure they work every time and with everybody.

The Quality Management System implemented by the company satisfies the requirements defined by ISO 9001:2008 Quality System standards. This system enhances the continuous improvement and effectiveness of the company and promotes the achievement of the objectives and targets, set by the Top Management.

This Quality Policy and objectives are reviewed during structured management reviews at least once a year in order to ensure their continuing suitability.

Every employee has been fully aware of this Quality Policy and adopts its purpose and objectives.

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General Manager

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Date

30/03/2015