

OUR COMMITMENT

The management of XENOS HOTELS & Resorts is committed to maintaining high standards and ensuring quality for our customers, staff and other stakeholders.

We regularly seek feedback from our staff and guests about their experience at our hotel and use this information to continually improve our operation.

Customer Feedback

The effectiveness of our services is evaluated through questionnaires and customer feedback. To ensure that we monitor ratings and feedback from our customers, we implement the following procedures and make, based on the results of this feedback, any necessary changes:

- Rating cards for guests are available in all rooms. These can be completed anonymously, and customers are requested to either leave the completed card in their room to be collected by a maid, or hand it over to any member of staff. Any serious issues are addressed promptly and each month feedback and ratings are compiled into a report sent to management, along with any suggestions for changes and improvements to our services.
- An update in each room contains information on how guests can make a complaint to management.
- It includes a telephone number and e-mail for direct communication with the shift supervisor as well as a postal address, in case a customer prefers to send us a letter after departure.
- Every year we train our staff on how to deal with our customers' complaints and relevant procedures are included in the employee handbook.
- The communication of the above results is done through frequent meetings between the Management and the staff.

Staff Feedback

- To ensure that we monitor ratings and feedback from our staff, we implement the following procedures and make, based on the results of this feedback, any necessary changes:
- Next to the staff entrance, a locked suggestion box has been placed with signage that encourages all employees to contribute - even anonymously - to the feedback process with any comments and observations.
- The Director-General collects the contents of this box every Monday and, if necessary, works with the heads of the respective departments to investigate any comments and make the necessary changes where possible.

- Staff are informed of any changes made as a result of feedback at monthly department meetings.
- XENOS HOTELS & RESORTS is committed to continue improving its services in order to achieve the maximum level of quality required. The main objective of this Policy is to develop high quality services that contribute to meeting the needs of our customers, thus enhancing the performance and development of our people.

XENOS HOTELS & RESORTS studies the external and internal factors that may negatively or positively affect the company's performance while understanding the needs and expectations of the participants.

It also assesses and addresses potential obstacles, thereby strengthening management and commitment to quality management.

XENOS HOTELS & RESORTS is committed to follow and comply with the applicable legal and other requirements.

Executives as well as all other employees have studied and been informed about our business objectives and the standards of practice followed by the policy.

The objectives shall be redefined after detailed checks at least once a year for their suitability.

Ensuring the effective operation of all hotel procedures and instructions lies in the planned internal audit.

Quality management ensures that services are provided as defined in the recorded methods and procedures. Full implementation is required in all areas of hotel operation.

This policy enhances the improvement and effectiveness of the company and promotes and contributes to the achievement of the goals and objectives set by the Management.

Each employee is fully aware of this Quality Policy and adopts its purpose and objectives.

This policy will be reviewed annually for continuous updating.

THE MANAGEMENT
XENOS HOTELS & RESORTS
May 1st, 2023