



CONSTANTINOU BROS
HOTELS
PAFOS CYPRUS

QUALITY POLICY

Constantinou Bros Hotels Group of Companies is committed to continually improve its services in order to maintain the maximum quality level required. The main target of this Quality Policy is the development of high-quality services that contribute to the satisfaction of our clients' needs, hence enhancing the performance and development of our people.

The company takes into consideration the external and internal issues that may affect negatively or positively the performance of the company and at the same time understands the needs and expectations of the stakeholders. It also evaluates and addresses the potential obstacles by strengthening the leadership and commitment to quality management.

The Group is committed to follow and be part of the current legal, and other, requirements.

The effectiveness of our services is monitored through guest questionnaires and reviews.

The communication of the above results is being done by regular Management/ staff meetings.

All senior and other employees are aware and have been informed of the operational objectives and practicing standards that this Policy follows.

The objectives are reviewed after detailed checks at least once a year for their suitability.

To ensure the efficient operation of all processes and procedures of the Group, we undertake regular planned internal audits.

The quality management assures that the services are provided as defined in the documented processes and procedures. Full implementation is required in all areas of operation of the hotels.

This Policy strengthens the improvement and the effectiveness of the company and promotes and contributes to the achievement of objectives and targets that have been set by the Management.

I expect every employee to be fully aware of this Quality Policy and adopt its purpose and objectives.

This policy is to be reviewed annually for its continued re-evaluation.


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Executive President

October 2021