



CONSTANTINOU BROS
HOTELS
PAFOS CYPRUS

Quality Policy

Policy | October 2025

CONSTANTINOU BROS
ATHENA BEACH HOTEL
PAFOS CYPRUS
★ ★ ★ ★

Tel: +357 2688 4300, Fax: +357 2696 5400
<http://www.athena-cbh.com>
E-mail: reservations@athena-cbh.com

CONSTANTINOU BROS
ATHENA ROYAL BEACH HOTEL
PAFOS CYPRUS
★ ★ ★ ★

Tel: +357 2688 4600, Fax: +357 2688 4601
<http://www.athenaroyal-cbh.com>
E-mail: reservations@athenaroyal-cbh.com

CONSTANTINOU BROS
PIONEER BEACH HOTEL
PAFOS CYPRUS
★ ★ ★ ★

Tel: +357 2696 4500, Fax: +357 2696 4370
<http://www.pioneer-cbh.com>
E-mail: reservations@pioneer-cbh.com

CONSTANTINOU BROS
ASIMINA SUITES HOTEL
PAFOS CYPRUS
★ ★ ★ ★ ★

Tel: +357 2696 4333, Fax: +357 2696 4870
<http://www.asimina-cbh.com>
E-mail: reservations@asimina-cbh.com



CONSTANTINOU BROS

HOTELS

PAFOS CYPRUS

Scope:

At Constantinou Bros Hotels, we are dedicated to the continuous pursuit of excellence in all aspects of our services. Our Quality Policy focuses on three fundamental pillars:

- **Delivering High-Quality Services:** Consistently exceed customer expectations.
- **Optimizing Operational Efficiency:** Enhance our processes and operations.
- **Fostering Growth and Development:** Support the growth and development of our valued team members.

By adhering to these principles, we strive to consistently deliver exceptional experiences and surpass our customers' expectations.

Intentions:

Constantinou Bros Hotels understands that both external and internal factors can influence its performance. Recognizing the needs and expectations of our stakeholders is crucial.

- **Customer Satisfaction:** We continually assess the effectiveness of our services and guest satisfaction through multiple channels, such as guest questionnaires, operator feedback, and regular management and staff meetings and reviews.
- **Risks & Opportunities:** By evaluating and addressing potential threats and opportunities that could impact our performance, we remain proactive in strengthening our leadership and maintaining our commitment to quality management.
- **Measurable Indicators:** Our operational objectives, clear KPIs, and established standards are seamlessly integrated into this quality policy.
- **Audits:** Planned internal audits are conducted to ensure the effective implementation of processes and procedures. Full implementation is required in all areas of hotel operations.

Every employee must fully understand and embrace the purpose and objectives of this Quality Policy.

This policy undergoes an annual review to ensure its continued relevance and effectiveness.

.....
Executive President
Mr Andreas Constantinou