

# QUALITY ASSURANCE PROCEDURES

At **Sunwing Kamala Beach** SECURITY and QUALITY is a MUST. Hence, we make every effort to provide our guests with services that meet and even exceed their expectations. Being audited by the Cristal International Standards, SGS etc., we have established quality assurance procedures and adopted a continuous improvement approach in our performance.

## **In order to sustain Guest Satisfaction and Food Safety:**

- ✓ Questionnaires are being distributed to the guests a day before they check-out. From here, we can identify the areas of improvement based on the guests' feedback.
- ✓ Guests' feedback are gathered and come up with monthly statistics. GM communicates the result to the Department Heads and act accordingly.
- ✓ Monthly audits by Cristal International (Food, rooms, pools etc.).
- ✓ Customer complaint procedure is in place.
- ✓ Continuous monitoring of guests' reviews in TripAdvisor, HolidayCheck and other review sites.

## **In order to provide the sustainability of Environmental Management:**

- ✓ Influence partners, guests, employees and local community to act in as environmentally conscious ways as possible in their activities (Eg. In the areas of reducing energy, water and chemical consumption, and in waste separation)
- ✓ Gives importance to wildlife and protect the ecological balance.
- ✓ Stimulate the use of local products and labor.

## **In order to maintain the Employee and Local Relations:**

- ✓ We provide employees benefits, safe and appropriate standards of working conditions.
- ✓ Constant staff training to develop their roles.
- ✓ Enable our guests to experience local products and services to help the local economies thrive and develop local culture.
- ✓ Guarantees to respect to human and children rights and to protect children against any types of exploitation.
- ✓ We do not support child labor and respect the minimum legal working age.
- ✓ Declares the well-being, health and safety needs of employees, guests, subcontractors in the highest level.