

QUALITY POLICY

Our guests are our most prized asset. We all work to continuously improve the services we offer and are committed to certain quality standards with which we look to surpass our clients' expectations. Our quality management is based on the following objectives:

Continuous improvement of our products and services by regularly measuring our clients' satisfaction levels.

Teamwork, because we know that we will get better results if we all work together.

Knowing our clients in order to adapt our services to their needs and preferences.

Offering an **excellent service** to our clients. We are committed to having a close, empathetic, friendly and professional relationship with them.

Having **optimal and efficient processes**. We continuously revise our operational processes in order to optimise them and making them efficient at all times.

Revising annual global **objectives**.

Guaranteeing **our clients' full satisfaction** is our objective.

At Servatur we create and implement manuals and procedures which are in line with the company's policies. Thanks to these processes, our management evolves and this allows us to advance towards achieving our objectives.