

# **“LINDOS MARE, an Elegant Hotel”**

## **Quality Management Statement**

The management and the owners of LINDOS MARE hotel consider quality as the most important competence of our business because only by exceeding customer expectations we can maintain our main competitive advantage of increased value to our customers. We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance. We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

**Customer feedback: Gathering and monitoring**

**Feedback and complaints procedure**

**Training, development and evaluation of our employees**

**Quantitative quality objectives to achieve business aims**

In LINDOS MARE hotel we strive to understand our client, to address every need he might have and eventually to exceed his expectations. In order to achieve this goal, we offer high quality service, in a way that every customer can feel welcome and relaxed through dedicated, unobtrusive, customer oriented service in all parts of his stay with us.

## **Health & Safety Policy Statement**

Health and Safety procedures are the most important part regarding our business aims and practices; therefore, LINDOS MARE hotel is committed to a strong health & safety program that protects its staff, its property and its customers from accidents or any other form of preventable unpleasant situations. In this context, these are some of the most important actions we undertake to ensure Health and Safety for our customers:

Cooperate with licensed external Partner to perform regular Health & Safety audits

**Regular chemical analyses of food, water and ice in cooperation with licensed laboratories.**

**Samples are collected from all departments of the hotel**

**Security checks throughout the night.**

**Licensed Lifeguard on duty at main Pool area.**

**Blue Flag Beach Certification Program.**

Except from the above mentioned general actions we implement all the best practices regarding Health and Safety procedures for hotels with the relevant adaptation required for the specifics of our hotel.

On behalf of LINDOS MARE's Management Team



Alexandros P. Mortzos – General Manager