

We are fully aware that customer satisfaction is the most important determinant of success, progress and development in our hotel is a value in itself.

To achieve the highest level of customer satisfaction, our quality policy is based on the objectives and the following commitments:

- 1) objectively measure our basic level of customer satisfaction to make continuous improvements in our products and services.
- 2) Develop staff skills through training and retraining in the various fields of Quality.
- 3) Search still be distinguished by the quality of our service transmitted by our staff, which shall:
  - Pay extreme attention to detail
  - Be cordial and friendly to customers. Each guest should feel at home and he feels the most important person
  - Demonstrate empathy
  - And most importantly, show a sincere smile
  - Listening customers to know their needs
- 4) Comply with legal requirements, applicable regulatory and commitments set by the Company.
- 5) Continually improve the effectiveness of the management process.
- 6) Maintain and update the management system by developing and following the procedures and instructions that enable their effective implementation.
- 7) To make this document available to the public, customers and employees.

**THE GENERAL MANAGER**

**HELALI Mehdi**