

4. Quality policy

Slovenian Istria Rooms & Apartments is a small family business registered as a guest house. We are located at Truške 1b, Marezige and regularly employ one person.

Quality is important in our business because we value guests and we want to satisfy their expectations. We are trying to ensure that our guests receive the services they expect and exceed their expectations. We commit ourselves to improving our services, which is why our guest rating is important and an indication of the necessary changes that raise the quality of our services.

Through the following procedures, we try to achieve improvements in quality assurance and follow the primary objective - guest satisfaction:

- Collection and monitoring of customer opinions
- Procedure for solving complaints from guests
- Training and development of all employees
- Regular monitoring of feedback and appropriate action
- Measurable quality objectives that reflect the level of service

These procedures aim at up-to-date monitoring and action at all levels. For this reason, it is important and necessary communication among all those involved in the immediate satisfaction of guests.

Signature:

Date:

Version: 3.0

Mateja Hrvatin Kozlovič

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