

Quality Policy:

Quality is a very important factor for our business, because it represents an added value to our customers and a differentiating touch, and therefore, at the **Grand Teguise Playa Hotel** we have a quality program that guarantees a measurable standard to follow and helps us to improve our performance in all areas of the hospitality service, we have also implemented the procedures of the **Integral System of Spanish Tourist Quality in Destinations (SICTED)**, and of course:

- ✓ We comply with the law and current regulations.
- ✓ We offer a familiar and close treatment to our customers.
- ✓ We encourage and enhance professional development for all our employees, as well as teamwork and contribute to their good environment.
- ✓ We set measurable quality objectives, with the purpose of achieving them, which reflect our service level standards.
- ✓ We guarantee the quality of the service and the products that meet and exceed the expectations of our customers.
- ✓ We regularly monitor and follow customer satisfaction, through the collection of customer suggestions and complaints, adopting the appropriate measures to improve our service in a continuous improvement plan in our monitoring committee.
- ✓ We ensure integrated Quality since the internal procedures, instructions, policies and manuals of the Hotel are reviewed regularly and the Quality targets are communicated in different ways in order to reach all employees: through bulletin boards, team meetings, etc. so that all employees are involved in their own areas of work to achieve excellence.

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Adolfo de la Rúa
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