

## QUALITY POLICY

Royal Palm Resort & Spa is located on the beach of Jandia in Esquinzo, Fuerteventura and offers accommodation services and recreation facilities to its customers since 2015.08.15, employing 190 people.

The hotel not only compromises itself to satisfy the customers but also to excite them. We don't want only to maintain standards but constantly improve the quality and services to achieve the effect of exaltation to our hotel.

Both, with the direction and the heads of the different departments, the customer satisfaction data is periodically reviewed. All comments are considered and measures are taken to achieve the established objectives. During the next year, we want to establish a comprehensive quality management system.

We have the following systems and procedures in order to achieve the highest satisfaction of our customers and ensure a constant improvement of our services.

- Control and analysis of scores and comments from questionnaires.
- Improvement and tracking system.
- Customer complaint procedures.
- Training and staff development.
- Marked objectives of satisfaction, to be able to assess the performance of service.

Although the management is the head of quality, it is the duty of each employee helping to achieve the highest level of satisfaction of our customers.

Raffaella Di Meglio  
Directora

Esquinzo, Fuerteventura  
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