

Quality Policy

The Caldera Group of Hotels & Villas is committed to continually improving its services in order to attain the maximum quality level required by its customers. The main elements of this quality policy are the development of high-quality services aimed at satisfying our customer requirements, the enhancement of operational performance as well as the development of our people.

The company understands the external and internal issues that may affect the performance of the company either negatively or positively and understands the needs and expectations of its stakeholders. It also understands, evaluates, and addresses threats and exploits the opportunities that affect the company's performance and strengthens leadership and commitment to quality management.

The Group is committed to satisfying the current legal and other requirements. To this effect, the company is implementing a quality management system (QMS).

The effectiveness of our services and guest satisfaction are monitored through our own guest questionnaires, our operator's feedback, and management/ staff meetings and reviews.

All senior and other employees have been made aware of our operational objectives, measurable KPIs, and practicing standards applicable to this quality policy. All of them have been informed of this quality policy, procedures, and instructions defined within. The objectives are reviewed during structured management reviews at least once a year in order to ensure their continuing suitability.

To ensure that all Group's procedures and instructions operate effectively we undertake planned internal audits as defined within this Quality Management System (QMS).

This Quality Management System assures that services are provided as defined in the documented processes, procedures, and work instructions and makes sure they are fully implemented at all times in all hotel operational areas.

The Quality Management System implemented by Caldera Group of Hotels & Villas satisfies the requirements defined by the ISO 9001 Quality Management System standard. This system enhances the continuous improvement and effectiveness of the company and promotes the achievement of the objectives and targets, set by the top management.

I expect every employee to be fully aware of this Quality Policy and adopt its purpose and objectives.

This policy is reviewed annually to ensure relevancy and suitability to the company's activities.

General Manager

Manousos Psaroudakis



MANOUSOS PSAROUDAKIS, MBA
HOTEL GENERAL MANAGER