



QUALITY POLICY

GOLD has an overall goal of becoming a better business every day in terms of the quality and experience that we offer to our customers. We continuously work on the satisfaction and happiness of our guests during their stay, to ensure that they return to the hotel in the future.

We continuously work to offer a high-quality service to our customers.

To ensure this, we:

Food and drinks

- We keep food and drink qualitative by reviewing everything we receive from (local) suppliers.
- We do not store supplies in large quantities; we prefer to order in fresh produce every day to be sure of its quality, especially fresh fruits, vegetables and dairy products.
- We check the thermometers in all fridges and storerooms daily, and we organise our supplies based around their expiry dates.
- We work in accordance with the HACCP standards (food hygiene).

Customer satisfaction

- We maintain a high level of qualitative service for our guests at all times. Meetings are held with General Management to maintain this level of service.
- We ensure a high level of cleanliness throughout the hotel.
- A satisfaction questionnaire has been created and implemented in the public areas of the hotel where all customers can write their suggestions, opinions and/or complaints. We take these suggestions on board in our investment and improvement plan, and we will immediately resolve any problem that arises when customers are still at the hotel.
- We have an external audit twice a month. All customers receive a satisfaction survey after their stay. We respond to all comments on-line, e.g., Booking.com, Tripadvisor. We take corrective actions when necessary.

Maintenance

- Rooms are checked daily and we perform any necessary maintenance. The hotel staff is available at all times in case guests need anything.
- We always have a maintenance employee available to fix any problems.
- We have an extensive preventative maintenance programme.

GOLD

- We are committed to reinvesting part of our profits into improving our assets.

This information is communicated to all employees and to any third party who may be interested.