

 <b>THE BODRUM HOTEL</b> YALIKAVAK	<h1>QUALITY POLICY</h1>	Dokuman no	PR20-01
		Yayın Tarihi	01.06.2023
		Revizyon Tarihi	-
		Revizyon No	00

## OUR QUALITY POLICY

As MGallery The Bodrum Hotel Yalıkavak, we are a leading provider of management and hospitality services to venues and events. The Quality Management System forms the basis of working systematically through formal procedures and processes designed to minimize differences in the services we offer.

Our company, which adopts the philosophy of continuous improvement at every point, has determined the following issues as company policy in order to ensure this continuity.

- To comply with the requirements of this policy and to continuously improve the effectiveness of the quality management system;
- Establishing business goals and regularly monitoring and reviewing these goals, departmental meetings and management system review meetings to ensure key performance indicators are achieved;
- To ensure that our products are of high quality;
- Ensuring that employees are properly trained and kept up to date with the latest developments in their field of expertise;
- Ensuring that employees have adequate resources to carry out their work effectively and are responsible for the quality of their work;
- To ensure that our employees are committed to guest satisfaction and provide the highest professional service to our guests;
- Ensure that employees always protect guest and worker safety as a top priority;
- Strive to meet and exceed our guests' legitimate expectations by providing the highest standard of service and always welcoming and encouraging guest feedback;
- To meet all legal and regulatory requirements related to company activities;
- Communicate the requirements of this policy to all employees and take steps to ensure they are understood; And
- Providing adequate resources for the implementation of this policy.

The Quality Management System will be reviewed annually by management and audited to ensure it remains relevant to our operations.

The General Manager and senior management fully approve this Policy and the official Quality Management System implemented.

Kind regards...

**Genel Müdür**

Preparer	Approver	Sayfa No/Toplam Sayfa 1/1
<b>Quality Management System Representative</b>	<b>General Manager</b>	