

Company mission

Hotel Services Management Quality Policy

Hotel Europa's approach to managing hotel services is based on a commitment to meeting the expectations of all its guests.

To this end, Hotel Europa has adopted a Quality Management System designed to promote a process of constant improvement across all its services. The hotel has decided to certify this commitment through the voluntary UNI EN ISO 9001/2015 standard, in order to ensure an effective process of improvement in products/services and levels of customer satisfaction.

The Hotel Services Management Quality Policy document is designed to set out and share the principles which must guide the actions of all personnel involved in hospitality services and inspire them in their pursuit of the following objectives:

- Give primary importance to meeting contractual and implicit customer requirements as part of staff activities;
- Ensure clients receive a consistent level of quality across services provided;
- Improve communication and commercial promotion systems through marketing and tailored advertising strategies;
- Constantly assess potential technological developments which may be applicable to the organisation and/or its processes as part of a focus on continued improvement;
- Develop strategic alliances with production companies and/or suppliers in Italy and around the world in order to strengthen the organisation's commercial policy in terms of specific knowledge, expanded portfolio and type of clients;
- Improve company operational and organisational practices and ensure the conformity and quality of products and services, in order to consolidate relationship with existing clients and/or appeal to new ones;
- Implement a company-wide quality management system, featuring operational procedures that are compatible with this policy, which is applied by the entire workforce in order to bring about the systematic standardisation of BEST PRACTICES and to optimise the capacity of the organisation;
- Implement a company-wide product safety and hygiene policy, featuring operational procedures that are compatible with this policy, which is applied by the entire workforce. The chosen policy is based on the HACCP risk analysis system;
- Improve the efficacy of the company management system through defined monitoring (checks) and the definition of targets with KPIs;
- Ensure a healthy company culture by promoting collaboration and professional development among all employees and taking measures to guarantee hygiene and health and safety in the workplace;
- Engage all employees in company targets with a strong focus on quality, food safety, the environment, hygiene and health and safety in the workplace. Raise awareness, increase

engagement and broaden knowledge so that objectives and principles are translated into day-to-day activities.

In accordance with these strategic objectives, we believe that it is vital that we provide adequate training to our staff, based on their activities and duties. By increasing their knowledge and providing training, employees will be able to contribute to proper quality management.

In the same way, we intend to promote dialogue and exchange of opinions with the objective of boosting guest participation and engagement in continued improvement processes, starting with the communication of the principles contained in this Quality Management Policy.

The hotel management assume all responsibility for the Quality Management System described in this document and will work with suppliers, employees, organisations and clients in order to guarantee maximum client satisfaction.

The ALBERGO EUROPA DI CHIGNOLA ROSELLA management sets out the measurable objectives and commitments adopted in order to adhere with the Quality Policy in MOD 6.2_01 "Table of objectives and plan of action".

The management will circulate the policy to the whole organisation (using the company noticeboard, meetings with staff etc.) and will ensure that it has been adequately understood.

The management is committed to upholding the policy and ensure ongoing improvement through monitoring activities, which regularly check the adequacy of the quality policy, verify targets achieved and set new objectives.

Data 30/08/18

Firma della direzione

