



## QUALITY INSURANCE POLICY

Quality means a lot to us at Residence ANA. We strive to provide our guests with high quality services that not only meet but even exceed their expectations.

We maintain a high level of our services by:

- collecting and analysing guest feedback,
- taking, based on analyses, measures and introducing improvements to increase guest satisfaction,
- using a special system for resolving complaints by guests,
- taking care of the education and training of family members,
- measuring, where possible, the quality of services, and
- regularly monitoring business goals and eliminating irregularities.

If applicable, we are going to modify and supplement the quality assurance policy.

Boginja vas, 8 June 2020

Landlord:

Janez Pezdirc