

Quality politics

The **quality politic** of **ROBINSON Hoteles España & Portugal**, an organization dedicated to elite tourism, applied to the management of all the services and activities developed in its facilities, is inspired by offering our client a complete and personal service, focused on it, so that you consider our establishments as your own home

We work focused on the continuous improvement of our service, reinforcing the satisfaction of our customers, so as to increase the image of prestige of our establishments and loyalty among our customers.

Quality is for us to know who our client is, what their expectations are, and meet these expectations without error, in time, always complying with the applicable legal and regulatory requirements. The satisfaction of our customers is ours.

The Quality management aims to strengthen the participation of all and the elimination of activities that do not add value to our client, continuously improving competitiveness.

In accordance with this Politic we establish Quality Objectives at all levels, monitoring the degree of compliance so that we can measure our improvement.

Our main objectives are:

- Grow as a company both economically and in quality of services
- Increase customer satisfaction
- Improve and expand the facilities and services offered by the Hotel
- Provide the most appropriate technical and human resources, taking into account the main physical, social and psychological factors, for the correct development of the service.

The Directorate of **ROBINSON Hoteles España & Portugal** periodically reviews, at least annually, the quality management system, to ensure its continued convenience, adequacy and effectiveness.

In this review, the opportunities to improve the system and processes are evaluated, and the needs to make changes to the quality system, including the Quality Policy and Objectives, are detected.

The Directorate of **ROBINSON Hoteles España & Portugal** recognizes that for the fulfillment of these objectives, the full participation of all the company's employees is essential, joining their permanent commitment to improve their individual work, teamwork and total commitment to The general objectives of our company.

Cala Serena at January 1, 2018