Quality Policy of
ASTIR ODYSSEUS KOS HOTEL

The Management and staff of **Astir Odysseus Kos Hotel,** whose key objective is the provision of high-quality services, have developed and applied a **Quality Management System** in accordance with the requirements of the international standard **ISO 9001:2015**. The QMS covers all activities of the hotel and in particular accommodation, catering and entertainment services.

❀ Within this framework, the Management of **Astir Odysseus Kos Hotel is committed to ensure**

- skills and specialization of its staff,
- its proper internal structure and operation,
- the monitoring of process efficiency,
- permanent training and evaluation of its staff,
- systematic evaluation of its collaborators,
- the necessary investments for further improvement,
- regular information about the development in its fields of activity,
- the evaluation of climate change and seek ways to minimize environmental footprint[3]
- the permanent monitoring and analysis of the guest satisfaction level.

❀ Critical processes in the implementation of the Company's mission are:

- The responsible and reliable approach of clients.
- The provision of services based on particular and mutually agreed co-operational terms with a maximum of responsibility and trustworthiness.
- The monitoring of compliance with legal and other requirements of interested parties.
- The ensuring of high standard guest satisfaction and benefit.

The Hotel shall proceed to the necessary actions for continuous improvement of the organization, of applied methods and its results by setting specific and measurable targets for its critical processes, whereupon it performs self-assessments and takes actions for continuous development.

The General Manager

OCCIDENTAL A.E
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01.05.2024

Στέλλα Κιουτσιούκη
General Manager
Astir Odysseus Resort & Spa