

We are constantly working to improve our quality and service so our guests are always guaranteed a minimum standard in our hotel. We call this quality assurance. And just to make sure that what our guests experience is exactly as we want it to be, we have all sorts of controls and methods used from our team members.

There are 4 main methods we use to gather feedback from guests:

1. Direct or indirect communication with management and staff (on a daily basis)
2. Customer relations
3. Guest satisfaction surveys or other forms of comment cards (including Web, e-mail)
4. Social media, Trip Advisor ,Zoover etc
5. Internal reports
6. Questionnaire feedback from our Tour Operators

Through the normal course of our business, guests, employees, and managers will interact and exchange a lot of information. Guests may pass on their assessment of their service experience in part or in whole (good or bad), or staff or management may prompt them to share their thoughts. It is important to look at both what is said and what is not said. Any comments received from guests is reported and recorded, if applicable, and acted upon when needed.

So we make sure our interactions are based on clear, direct goals, and, in addition to appropriate pleasantries, target communication to gather useful information and enhance the guest experience.

The power of observation and the ability to use guest feedback and reactions in service experiences is one easy way to maintain and improve our service quality.

Guest satisfaction surveys (food and beverage questionnaires are filled in and handed out by our restaurant managers on a daily basis) allow us to collect specific information from guests, along with open-ended responses when applicable. This type of feedback is useful because it taps into our guests' perceptions of the experience they had in our operation, and also includes data to help with future decision making. Some guests also will only share valuable feedback through a private channel like questionnaires. Complete anonymity also can encourage more honest and open feedback.

Our questionnaires (guest feedback form are placed in reception and are normally handed out on departure) also provide us with detailed feedback on specific areas of our operation.

Individual reviews and social media are also important to track for service quality assurance and reputation reasons (evaluated on a daily basis)

Guests can respond in a way that is easiest for them, they provide feedback whenever and wherever they want; they talk about whatever impressed or annoyed them.

Employee feedback on our services

Our internal procedures are reviewed regularly and our quality objectives are communicated to all of our employees through our company notice board, team meetings helping to ensure that quality is embedded across the whole property. Though the General manager has ultimate responsibility for quality, all employees have a responsibility in the own areas of work .

Quality assurance for health and safety

- Our Water Quality Management and Protection (monthly basis) from Legionella Scheme consists of continuous on – site monitoring, regular resystematic sampling and laboratory examinations in collaboration with certified chemical labs. We also control all stages of food preparation and kitchen hygiene and we collaborate with health advisors to assure water supply quality.

Ialyssos Bay has invested in facilities, equipment, manpower and development of modern practices that allow us to ensure the quality and safety of food we manage. Our practices span all the way from the initial selection of materials and food products and the confirmation of the strict quality criteria upon receipt, until the tasteful offering on our breakfast buffet.

Our experienced staff strive to meet the requirements of Greek and European legislation on health and safety, apply Procedures and Technical Instructions in order to ensure the high quality and maintain the nutritional value and freshness of all our tasty and traditional offerings.

The process of review and audit of internal our internal control

The board of directors (Phillip Limberis and Angela Limberis) is responsible for the review and maintenance of internal control. The management (Angela Limberis) of the company is responsible for devising and implementing these controls. All departments communicate customer feedback through our action plan sheets.

Phillip N Limberis

General Manager