



QUALITY SERVICE POLICY

The Management of Aqua Mirage Club Marrakech affirm that guest satisfaction is a value in itself. To achieve a highest level of guest satisfaction, the quality management service is based on the following objectives and commitments:

- ***Establish** a close and permanent contact with guests to understand better their needs and expectations.*
- ***Measure** objectively our guest satisfaction level. Consider these suggestions and opinions as a basis to immediately solve any problems or make future improvements in our services and products.*
- ***Promote** interactive management and teamwork, while encouraging training of the labour force and learning process.*
- ***Seek** to stand out with the service provided by our staff:*
 - ✓ *Pay close attention to the details.*
 - ✓ *Be friendly with all guests; make them feel they are important.*
 - ✓ *Demonstrate empathy to the guests*
 - ✓ *Give a large smile*
- ***Guarantee** a high-level quality service to our guests.*
- ***Comply** with legal provisions and commitments set by the company. Improve the efficiency of the management processes.*
- ***Maintain and update** our management system, promoting all processes and instructions to create a framework for our establishment and to review our annual targets.*

**THE MANAGEMENT
AQUA MIRAGE CLUB MARRAKECH**