

**TUI BLUE The Passage Quality Assurance Policy**

The purpose of this Quality Assurance Policy is to outline the procedures and standards that Tui Blue The Passage Resort adheres to in order to ensure the consistent delivery of high-quality services, maintain guest satisfaction, and continually improve our operations.

**Guest Satisfaction**

* We regularly assess guest feedback through reviews, and direct communication
* We address and resolve guest concerns promptly, striving to exceed expectations
* We trained our staff to handle complaints professionally
* We carefully consider each complaint and, if deemed reasonable, implement changes to improve the product or service
* We make sure our resort manager maintains frequent communication with guests during their stay

**Service Standards**

* We define and communicate clear service standards to all staff members
* Regularly train and educate staff to ensure alignment with established service standards
* We make sure the property is well-maintained throughout the resort
* We conduct daily meetings to stay updated on internal news and tasks

**Staff Feedback**

* Our human resources (HR) team consistently engages in conversations with employees to provide feedback specific to their respective departments
* Staff are notified of changes that has been made if it is reasonable
* We make sure the feedback is taken to consideration

TUI BLUE The Passage is committed to upholding the highest quality standards in every aspect of our operations. Through continuous improvement, staff training, and a dedication to guest satisfaction, we aim to provide an unparalleled experience for our guests and ensure that TUI BLUE The Passage remains a destination of choice for travellers seeking excellence in hospitality.