



## TUI BLUE The Passage Quality Assurance Policy

Our senior management are committed to providing the highest standards of quality to ensure exceptional experiences for our guests and maintain a positive working environment for our staff. We believe that continuous improvement is essential to achieving this goal. Therefore, we actively seek feedback from both our guests and staff to identify areas for improvement and implement necessary changes.

### **Feedback Collection and Utilization:**

#### **1. Guest Feedback:**

- We actively encourage guests to provide feedback during their stay through various channels, including online reviews, surveys and direct communication with staff.
- We regularly monitor and analyze guest feedback to identify trends, common concerns, and areas for improvement.
- Feedback is reviewed by our management team, and appropriate action is taken to address any issues raised and enhance the guest experience.

#### **2. Staff Feedback:**

- We value the input of our staff and provide regular opportunities for them to share their thoughts and suggestions.
- Staff feedback is collected through team meetings and one-on-one discussions with management.
- We consider staff feedback when making decisions about operational changes, training programs, and employee engagement initiatives.

### **Continuous Improvement:**

- Based on feedback from both guests and staff, we develop action plans to address identified areas for improvement promptly.
- We monitor the implementation of improvement initiatives and evaluate their effectiveness through ongoing feedback collection and performance tracking.
- We communicate updates and changes resulting from feedback to all relevant stakeholders to ensure transparency and accountability.

By maintaining a steadfast commitment to quality and actively seeking feedback from our guests and staff, we strive to continuously enhance our business and provide exceptional experiences for everyone involved.

Axel Boynes

General Manager

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