



QUALITY ASSURANCE POLICY

OBJECTIVE

We are committed to providing our guests with an exceptional experience characterized by superior service, consistent health and hygiene practices and responsible operations. Our Quality Assurance Policy encompasses various aspects of our operations to ensure that the highest standards are consistently met.

PROCEDURE

1. Guest Satisfaction:

We prioritize guest satisfaction by actively listening to their needs and preferences.

We strive to exceed guest expectations through personalized service and attention to detail.

Continuous monitoring, use of guest experience technology and analysis of guest feedback are integral to improving our services and offerings.

2. Food Service:

Our culinary team adheres to stringent hygiene and food safety standards to deliver delectable and safe dining experiences.

We source high-quality ingredients and emphasize freshness and taste in every dish.

Regular audits and inspections are conducted to maintain food quality and consistency.

3. Cleanliness:

Cleanliness is paramount in upholding our resort's image and guest comfort.

We use Diversey, a global leader in hygiene solutions with a strong focus on hospitality.

We implement rigorous cleaning protocols in all areas, including guest rooms, public spaces, and recreational facilities.

Regular training and supervision ensure adherence to cleanliness standards at all times.

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4. Maintenance:

Preventive maintenance programs are in place to uphold the functionality and aesthetics of our facilities.

Prompt response to maintenance issues is guaranteed to minimize guest inconvenience.

We invest in modern technologies and equipment to enhance efficiency and effectiveness in maintenance operations.

5. Learning and Development:

Ongoing learning and development programs are provided to all our islanders to enhance their skills and knowledge.

We foster a culture of continuous learning and improvement to adapt to changing guest preferences and industry trends.

Training modules cover customer service, safety procedures, and job-specific skills to ensure staff competency and professionalism.

We have also invested in a blended learning solution, Lobsterink, to further enhance the learning journey of our islanders.

6. Responsible Business:

We are committed to environmental sustainability and strive to minimize our ecological footprint through responsible resource management.

Ethical business practices and compliance with relevant regulations are integral to our operations.

We actively engage with the local community and support initiatives that promote social responsibility and cultural preservation.

7. Guest Feedback:

We encourage open communication with guests and provide multiple channels for feedback submission.

Feedback is promptly acknowledged and addressed to resolve any issues and improve service delivery.

Positive feedback is celebrated and serves as motivation for our team, while constructive criticism is embraced as an opportunity for growth.



8. Management Commitment:

Our management team is fully committed to upholding the highest standards of quality and service excellence.

We lead by example and actively participate in quality assurance initiatives and decisionmaking processes.

Continuous review and improvement of our policies and practices reflect our unwavering dedication to guest satisfaction and operational excellence.

The management reserves the right to alter, change, suspend or abolish this policy at any given time without prior notice.

This policy is subject to review by the Management every two years for continuous improvements.