

"ERATO HOTEL", based on its experience and know-how, aims at the continuous expansion of its services by experienced and specialized staff, in compliance with the current legislation, always focusing on quality and full satisfaction of the needs and requirements of its customers.

For this reason, «ERATO HOTEL» has installed a Quality Management System that complies with EN ISO 9001:2015 standards, is committed to following specific processes, for effective communication with its customers, for the continuous improvement of the services provided, the training of human resources, the monitoring of the flow of services provided, the minimization of customer complaints, taking appropriate corrective actions for the better management of the hotel.

The Policy aims to:

1. To provide services that meet customer requirements.
2. To ensure that customer requirements and expectations, taking into account obligations arising from contracts, legislative and regulatory requirements, are identified and fulfilled with the aim of achieving customer satisfaction.
3. To take all necessary preventive measures to ensure the health and safety of employees.
4. To employ staff selected based on the criteria and requirements of each position, as well as the willingness to participate in the company's vision.
5. To systematically monitor and maintain at a high level the degree of satisfaction of its customers.
6. The name of the hotel should be an assurance for the quality of the services it offers.

It is important for "ERATO HOTEL" to have the necessary resources to support the Quality Management System and to ensure the necessary knowledge to its staff, utilizing their skills and abilities. It motivates and supports communication, participation and creativity because the provision of quality services and the successful operation of the company relies on its people.

The Management: