HUVAFEN FUSHI
MALDIVES

QUALITY ASSURANCE

OBJECTIVE:
We strive to provide our guests with the services that meet and even exceed their expectations. We are committed to our continuous improvement and have established quality assurance procedures that leads towards constant improvement.

APPLICABLE TO:
All Team members of Huvafen Fushi and other team members of third party service provider who interact with our guests representing Huvafen Fushi, Maldives.

PROCESS/STEPS/POLICY:
We have the following systems and procedures in place to ensure that we strive to exceed our guests' expectation by providing high quality guests service in every aspect in our resort operation.
1. Monitor, Review and log daily feedbacks from all in house guests
2. Monitor and review guests' feedback from online platforms such as TripAdvisor, Booking.com, Expedia etc.
3. Huvafen Standards of Excellence to ensure a high quality & consistent service
4. Regularly train Team Members on Huvafen Standards of Excellence
5. Conduct Food Safety Audits quarterly and facilitate food safety and hygiene trainings for all food handler in the resort
6. Use guests' feedback as a measurement for continuous improvement.
7. Train team members on health and safety standards such as Fire Safety, Firefighting, Occupational health & Safety trainings etc.

Our internal procedures are reviewed regularly and our quality objectives are communicated to our team members through our company Notice Board, Team meetings/Trainings and Team Member handbook.
It's all our team members' prime responsibility to ensure that the quality is embedded across the whole property

North Malé Atoll, PO Box 2017, Republic of Maldives
T +960 664 4222 | F+960 664 4333 | E stay@huvafenfushi.com
https://www.huvafenfushi.com