



QUALITY ASSURANCE POLICY

Our Commitment

Time Out Hotel is committed to maintaining high standards and ensuring quality for our guests, staff and other stakeholders. We regularly seek feedback from our staff and guests about their experience with us and use this information to continually improve our operations.

Guest Feedback

We have the following procedures in place to ensure we are monitoring guests feedback and making any necessary changes to our business as a result of that feedback:

- As a standard operating procedure, 15-20 minutes after check in, we contact our guests to ensure they have "Settled in their room". By doing this, we show a proactive approach to ensure our guests are satisfied with their accommodation.
- Guest Satisfaction Survey, which is sent to our guests 3 days after they depart which gives our guests the opportunity to let us know how they stay and if there were any improvements we should consider.
- Our guest information booklet which is located on our welcome letter is accessible via a QR code, and provides details of how to get in touch with our Front Desk in case there are any issues in resort during the guests stay.

Staff Feedback

We have the following procedures in place to ensure we are monitoring staff feedback and making any necessary changes to our business as a result of that feedback:

- Weekly meetings to ensure staff have the opportunity to discuss any issues or concerns they may have.
- HR Department, who regularly checks in with the staff on a one by one basis to ensure their personal well being is satisfactory and their needs are being met.

Alicia Farmer
General Manager