Quality Assurance Policy

Cactus Hotels SA began operations in 1980 with the aim of providing high-level hospitality and leisure services to its guests. Based in Stalida and employing approximately 450 staff members, we are committed to delivering services that meet or even exceed our customers' expectations.

Quality is a core value of our business, as we value our guests and strive for continuous improvement. We have established quality assurance procedures that allow us to measure, monitor, and enhance our performance.

The key pillars of our Quality Assurance Policy include:

1. **Customer Feedback Collection and Monitoring:** Ongoing recording, evaluation, and response to customer comments and suggestions.
2. **Customer Complaint Management:** Prompt and effective resolution of complaints with the goal of achieving complete customer satisfaction.
3. **Staff Training and Development:** Continuous training and skill development of our employees to ensure the delivery of quality services.
4. **Action for Continuous Improvement:** Regular review of feedback and implementation of improvement actions when deviations are identified.
5. **Setting Measurable Quality Objectives:** Defining goals that reflect the level of service provided and monitoring progress toward achieving them.
6. **Regular Reporting to Management:** Submission of reports on customer feedback, performance, and complaints for process evaluation and improvement.

Our internal procedures are reviewed regularly with the participation of all employees through meetings and training programs. While Management is responsible for overall quality assurance, each employee is accountable for maintaining standards in their respective area of work, contributing to the high service standards of the business.

We are committed to operating with transparency, responsibility, and integrity, ensuring the delivery of exceptional services to our guests and the continuous improvement of the overall hospitality experience.

Sincerely,

Nikos Chalkiadakis
CEO of Cactus Hotels SA