

QUALITY ASSURANCE POLICY

Traditional Comfort - A Boutique Hotel

Traditional Comfort was established in 1st August 2016 to provide accommodation and leisure services to our guests. We are based in Kamalpokhari, Kathmandu, Nepal and have approx. 35 employees working in hotel.

Quality is important to our business because we value our guests. We strive to provide our guests with the services that meet and even exceed their expectations. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

We have the following systems and procedures in place to support us in our aim to achieve our goals in terms of total customer satisfaction and continuous improvement throughout our business.

- Regular gathering and monitoring of guest feedback.
- Customer complaints procedure
- Training and development for all our employees.
- Regular monitoring of feedback, taking action to improve when identified.
- Measurable quality objectives, which reflect our service, level standards.
- Regular reporting to management of our guest feedback and complaints.

Our internal procedures are reviewed regularly and our quality objectives are communicated to all our employees through our company Notice Board, Internet, Team Meetings and Staff Handbook.

The Executive Manager has an ultimate responsibility towards quality assurance at the first place and all the employees are also responsible in their own areas of work, to ensure that quality is being embedded across the whole property.

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Mr. Shiva Dhakal

Managing Director

Traditional Comfort – A Boutique Hotel