

DIT Evrika Beach Club Hotel

Written Quality Assurance Policy

DIT Evrika Beach Club Hotel is one of the most popular places to spend a family holiday down to Sunny Beach, Bulgaria, providing accommodation and fun for families and other guests from different nationalities.

We definitely want to ensure that our guests can be certain of a high quality experience whenever they stay in DIT Evrika Beach Club Hotel. Quality is very essential for our guests and we strive to provide services that exceed their expectations.

Our quality assurance policies and standards enable us to ensure the best possible outcome for our valued guests, while respecting the practices for accomplishing such a goal towards customer satisfaction and services to prevent quality problems from occurring at all levels.

We have the following systems in place:

- We very careful select the materials we buy
- We have invested in facilities, equipment, manpower and development of modern practices that allow us to ensure the quality and safety of food we manage
- We apply all HACCP certified practices for the management of health, safety and quality of food products offered
- We meet requirements of national legislation on health and safety
- We apply procedures and technical instructions

We implement continuous quality checks upon receipt of all procedures and materials in order to ensure the high quality and maintain the nutritional value and freshness of all our tasty and traditional offerings.

We apply these standards and ensure our staff maintain them, the internal procedures are reviewed regularly and the quality objectives are communicated to all the parts of the hotel via team meetings, emails and staff handbook.

- Customer service
- Equipment inspections
- Housekeeping
- Repair and maintenance
- Food quality reviews

Our management team has ultimate responsibility for quality, each in his/her own area of work, helping to ensure that quality is embedded across the whole property.