



QUALITY ASSURANCE POLICY

HERITANCE AARAH – MALDIVES

V-2 / November 2022

OUR COMMITMENT

The management of Heritance Resorts Maldives is committed to maintaining high standards while ensuring there are no fallbacks on the assured quality of service towards our guests, in managing our associates and in our dealings with other stakeholders. We maintain the following quality assurance standards, regularly seek feedback from our staff and guests regarding their experience with us, and continually use this information to improve our operations.



Sustainability solution for a better business

7S+

Aitken Spence 7S+ - 5 STAR Rated property. A Systematic method of organizing your workplace. Occupational Health and safety standard. 7S+ is the extended version of the 5S concept)



Ensuring our food safety through Food Safety Management System

ReviewPro

ReviewPro is the world leader of Guest Intelligence solutions, with over 60,000 hotels in 150 countries.



LEADING QUALITY SERVICE ASSURANCE AUDIT – Internal Quality Assurance Audit standard

- **GUEST COMMENT CARDS ARE INCLUDED IN ALL ROOMS.**

Guests are advised to either leave the completed card in their room for collection by housekeeping or to hand it to the butler/front office associates. Any serious issues are dealt with immediately, and every month the feedback is collated into a report that is sent to senior management along with any recommendations for changes and improvements to our service.

- **INTELLIGENT GUEST SURVEY – REVIEWPRO**

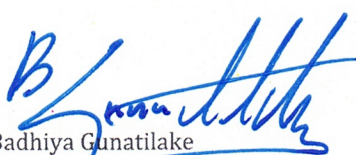
We use the industry-famous review pro guest intelligence survey to view our guest comments, likes, dislikes and the management takes a closer look at on the GRI (Guest Review Index), Tripadvisor and booking.com rates to improve the quality of our service.

- All our associates are at service around the clock to assist our guests and ensure their needs are looked after. Further, our team will make courtesy calls during their stay to hear feedback on areas which need improvement.

STAFF FEEDBACK

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

- A locked employee suggestion box is located next to the staff cafeteria entrance while encouraging all employees to give feedback that can be anonymous, which is periodically checked by management.
- Staff welfare associations are formed in each property in order to voice out their concerns and hear ways and means how the welfare of our associates could be improved in each property.
- A staff food committee is formed in each property which involves the participation of representatives from each department to comment, improve and suggest the food quality served by the management.


Badhiya Gunatilake
Chief Operating Officer
Maldives Sector