



## **Quality Assurance Policy**

Reethi Faru Resort is a 4-star resort property offering accommodation and a wide variety of activities to visiting guests on and off the premises. The resort has been operating since December 2017 and is under the management of Mahogany Pvt Ltd. The resort is located on the island of Filaidhoo in Raa Atoll, Maldives, with over 350 people permanently employed by the hotel as well as by affiliated subcontractors.

Our mission is to assure the quality of services and all facilities to meet and exceed the expectations of our guests. We strive to maintain and boost the number of satisfied customers returning as repeat visitors.

To ensure consistent quality service and continuous improvements, a number of mechanisms are in place to gauge guest satisfaction and draw decisions accordingly.

- Guest questionnaires are sent to guest rooms on the night prior to departure. Submitted forms are presented and discussed by the entire management team in the following day's morning briefing.
- A monthly report is compiled from all guest questionnaires comparing the performance of the various departments with the previous month and the previous year. This report is made available in the respective departments.
- Online review portals are scouted regularly and guests' comments are replied to. Feedback is shared with respective departments.
- Guest Relation Officers are always available for any guest interaction.
- A dedicated mobile application allows for immediate response on any guest feedback.
- A customer complaints procedure ensures a transparent step by step follow up of any issues.
- Regular reporting to the Executive Management and Board of Directors.

All procedures are subject to revision based on feedback and any changes are communicated through internal memos and/or staff meetings.

The emphasis on everyone being responsible to strive for quality not only at their own workplace but throughout the property is stated upon recruitment and the following employee induction.

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**Peter Gremes**  
General Manager