

QUALITY ASSURANCE POLICY

Vision

With a dedicated team, Side Resort Hotel aims achieving a high quality level at services and products provided in the hotel. As part of the continuous pursuit of excellence approach, we adopt a guest oriented understanding and value any feedback gathered from them.

Aims & Objectives

This policy document is prepared to outline the quality approach of Side Resort.

Pre-check-in: Our responsibility towards the guests starts when they think about staying in Side Resort. Any kind of information and support is provided on demand through internet or via phone. We can be reached through social media, via e-mail (side.resort@bastiyali.com) or phone (+90 242 753 65 65).

During the stay: From the first moment a guest is welcome to the departure time, we do our best to give the best service.

- Welcoming of the guests turns into a ceremony in Side Resort. Check-in procedure is kept short and efficient. Everything is prepared before the guests arrive. Only urgent information is provided verbally to save time.
- The requests and complaints of guests are taken into consideration professionally and immediate action is taken for the best satisfaction.
- Cleaning is extremely important both in the rooms and in general areas. Hygiene rules are obeyed strictly. Independent institutions audit the hotel to assure that we keep the standards high.
- We make use of latest technologies to keep the technical standards as high as possible.
- As a family friendly hotel, Side Resort focuses on entertainment activities for all age groups. Separate activities are carried out for kids (3-8), teenagers (9-15) and adults (15+). At least one Scandinavian speaking entertainment staff is employed for Kids Club.
- The quality of food and beverages is kept high in both restaurants and bars. The receipts had been prepared delicately and are followed strictly. Freshness of the food is assured through purchasing and storing procedures. Menus are kept rich enough to appeal to the tastes of all guests.
- Personalized service to the table is our first choice in the restaurants and bars. Food and beverages are served as quick as possible. The staff attitude at providing this service has to be friendly, service-minded and efficient.
- Swimming pools are heated at the beginning and the end of summer season. The cleaning of the pools is done by certified staff every night. A lifeguard is on duty around the pools most of the day.
- Landscaping is a crucial part of the quality understanding in Side Resort. The plants and decorative items are taken care of an experienced landscape architect and gardeners.
- All products and services are bought by considering the ergonomics, safety, durability and quality.
- For the continuity of high quality, we keep the staff turnover at the lowest levels compared with sector benchmarks. All employees are trained on both vocational subjects and sustainability issues.
- The guest questionnaires made in the hotel and by the tour operator are followed continuously. The target is to be among top 3 hotels in the same concept at the questionnaires of the tour operator, keep the Tripadvisor score above 4/5.
- We will increase awareness on environmental issues and adopt sustainable tourism policies.
- We will fulfil all legal responsibilities.

After Departure: Bidding a farewell to the guests at check-out day is not the end of our service. Once a guest has visited Side Resort, s/he is a member of the Side Resort family. We read the questionnaires delicately and make use of the feedback even if the guest has left. If a guest needs any means of service after departure, Side Resort is willing to help.

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