



Quality Assurance Policy

Infinity Blu was established in 2017 to provide accommodation and leisure services to our guests. We are based in Pernera and currently employ 34 people.


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 of total customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of guest feedback either through Customer Survey Questionnaires, Guest Flip, Trip Advisor reviews, Facebook, and guest suggestions and idea forms.
- 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 team meetings.

Though the General Manager has ultimate responsibility for quality, all employees have a responsibility in their own areas of work, helping to ensure that quality is embedded across the whole property.

Signed: 
Position: GENERAL MANAGER
Dated: 28/09/22