

## OUR SERVICE QUALITY POLICY - 2024 -

The General Management of Aqua Mirage Marrakech affirms that customer satisfaction is a value in itself. In order to achieve the highest level of customer satisfaction, service quality management will be based on the following objectives and commitments:

**Establish** close and permanent contact with customers to better understand their needs.

Objectively **measure** our level of customer satisfaction. To take these suggestions and opinions into account as a basis for immediately resolving any problems or making future improvements to our services and products.

**Promote** interactive management and teamwork, while encouraging continuous training and learning.

Seek to set ourselves apart through the service provided by our staff, who must :

- Pay the utmost attention to detail.
- Be cordial and friendly with all customers, making them feel important.
- Show empathy towards customers.
- And above all, show a true SMILE.

**To guarantee** a high level of service quality to our customers on a daily basis.

**Comply** with legal and regulatory requirements and the commitments set by the company. To improve the efficiency of management processes.

**Encourage** interactive management and teamwork by promoting continuous training of the workforce and learning.

**Maintain and update** our management system by promoting procedures and instructions that enable the effective implementation of a frame of reference for our establishment and the review of our annual objectives.

Directeur Général  
Club Hôtel Aqua Mirage  
TERTIA 4  
Km 10 Route de Tahanaout

THE GENERAL MANAGEMENT  
AQUA MIRAGE MARRAKECH