

# MERCURE

HOTEL

DUBAI BARSHA HEIGHTS

## QUALITY POLICY

We at Mercure Dubai Barsha Heights Hotel Suites & Apartments are committed to continually improve its services in order to attain the maximum quality level required by our guests. The main elements of this quality policy are the development of high-quality services aimed at satisfying our guest requirements, the enhancement of operational performance as well as the development of our associates. We are committed to meet the highest standards of professional Hospitality performance when providing personalized service with Accor standards to our guests.

- Timely and accurate services within our processes will be our prime goal.
- We will achieve the above by adopting a process approach and continually improving the effectiveness of our Quality Management System based on ISO 9001 :2015.
- We are committed to satisfy the current legal and other requirements.
- The Quality Management System enhances the continuous improvement and effectiveness of the company and promotes the achievement of the objectives and targets, set by the Top Management. This policy is reviewed to ensure that it is relevant and to comply with the hotel and apartment operations.