

Quality and Food Policy

As the "Arnor De Luxe Hotel & Spa" family, our main goal is to ensure food safety and guest satisfaction in all environmentally friendly, healthy and safe products and services we offer.

Our principles on the path to continuous improvement;

- To ensure that our system is applicable and understandable for everyone,
- Considering our guests as the focal point, researching their requests, expectations, complaints and needs, planning appropriate services and providing quality service,
- While providing products and services in accordance with food safety principles, by detecting all potential dangers that may occur until they are offered for consumption by guests and employees, to keep the critical points we have determined under constant control by trained personnel with time, temperature and visual inspection measurements, and to ensure food safety at all stages, national and international international to act in accordance with standards,
- To provide regular training to ensure the conscious, participatory structures and personal development of our employees through our Strategic Human Resources management, to take them forward and to increase their competence,
- To carry out research and follow technological developments and legal conditions in order to keep up with constantly renewing and changing conditions, and to carry out our training accordingly,
- To make quality measurable, to establish a connection between results, to establish goals and to ensure the unity of employees and management in order to ensure continuous improvement of the system regarding the services provided,
- To adopt effective sustainability management by evaluating the processes, products and services we supply and our suppliers, and to preserve and ensure accessibility of the information regarding the necessary activities as a result of these evaluations and re-evaluations, as documented information,
- Protecting the environment by preventing pollution that may arise from our activities and trying to set an example in this field,
- To provide a healthy and safe environment for all our stakeholders, with awareness of Occupational Health and Safety.
- To ensure that our Senior Management team feels responsible and committed to establishing policies and targets taking into account the hotel structure and strategic tendency, assigning responsibilities throughout the hotel, communicating them to all parties and understanding their importance.