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**SUNPRIME AYIA NAPA SUITES POLICIES**

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**QUALITY POLICY****THE VISION**

The concept is tailored to deliver quality, comfort and those little extras for the discerning traveller. Stay with your partner, your best friend, a workmate or any adult that enjoys the good things in life.

**TARGET GROUP**

Sunprime guests appreciate “the good things in life” such as food & wine, fitness & spa, good service and comfortable & modern style. Sunprime is for “grown-ups only”: We target adults (16 years and above) such as partners, your best friend or a workmate.

Majority of guests are between 25 to 60 years old with an average age of 45 years.

Hard working adults with limited time, independent and experienced travellers.

**QUALITY ASSURANCE**

Guest surveys:

NE: 4.1 min. average score out of 5

4+5 min. 85 %

1+2 max. 5 %

**OUR OPERATIONAL STANDARDS**

- 1) Accomodation
- 2) Conference
- 3) Reception
- 4) Employee Handbook



Approved by Sotiris Kyriakou, Operations Manager

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