



Quality Policy

Premier le Reve strive to achieve leadership position in hospitality service by providing the most effective service, resources and environment while meeting the needs and expectations of our guest & surrounding society

- With a quality policy based on well-structured organizational values management seeks to participate in all stages of the process, always seeking to maintain the high level of customer satisfaction, and the constant search to improve services from planning to its execution with the utmost excellence
- We hope that our services are recognized as the best fit the demands of the areas in which we operate, as well as the best in quality and variety
- We assess the standards determined by the Organisation through continuous internal processes, guaranteeing the Customer a product or service produced to ethically correct standards, procedures and norms, to achieve the best result in terms of hospitality, with appropriate price, service and safety levels
- We cultivate a safe working environment where we value the development of our Employees and a system of common values guided by rules of ethical conduct, team spirit, respect for heritage, promotion of regional and national culture and good Customer service
- We carefully select our Suppliers, who should fully respect the Group's principles and values, and invest in developing strong business relationships that guarantee top quality products and services and Customer loyalty
- We adopt preventative measures in the area of food hygiene and safety in accordance with the principles of the HACCP system
- We maintain personalized service, pleasant atmosphere, quality and safety in handling services, in order to maintain goes increasingly frequent and satisfied, and forming new customers
- Keep our team motivated and skills above the market average

Hossam Mandour
General Manager
Premier Le Reve Hotel and Spa
1st January 2017

