

QUALITY ASSURANCE POLICY

Hostel Bearlog started to operate on 21.4.2017, for the purpose of overnight stays and other leisure activities. It is located at Ljubljanska 4, in Kočevje. There hostel has three employees.

We appreciate our guests. Therefore, the quality of our services is important. We strive to satisfy or exceeded the expectations of our guests. We are constantly striving to improve our services and products, trying to ensure a constant quality of process and production.

We are following the steps and procedures described below, to maximize the satisfaction of our guests and continuously improve the business wholly:

- a) Regularly collecting and monitoring guest feedback (either verbally or through on –line booking sites as Booking.com, Trip Advisor, etc. In addition, guests will complete a satisfaction questionnaire on their departure),
- b) Consideration of guest comments (book of impressions),
- c) Education and development of employees (for example a green picnic)
- d) Regular monitoring of feedback and implementation of improvement measures,
- e) Measuring the quality of our service standards,
- f) Regular reporting of feedback and guest complaints to the management of the Institute.

Objectives:

Our internal processes are regularly checked. Quality objectives are communicated to employees through intranets, team meetings or staff manuals. Keeping the title as hiking and cycling-friendly accommodation, with a goal to advance to a higher level in this area within two years. Keeping the mark of a bear-friendly accommodation, promoting the products and services, whose production is not harmful to the bear and its habitat. Keeping a high-quality rating on Booking.com and remaining among the best hostels in Slovenia.

Despite the fact that top management has a key responsibility for delivering quality services, all employees are responsible for ensuring quality in their field. Thus, everyone seeks to deliver high-quality services.