

Grand Hotel Rogaška | The company SLKI d.o.o. Quality assurance policy

Company Grand Hotel Rogaška | SLKI d.o.o. is committed to maintaining high standards and providing quality to its guests. We regularly request feedback from our guests about their satisfaction with their stay in our hotels and use this feedback to continuously improve our business.

Guest satisfaction

Through internal and external processes, we monitor guest feedback and make any necessary changes to our business as a result of this feedback.

Internal procedures:

- When the guest is placed in the hotel room, a questionnaire about satisfaction with the hotel stay.
- The guest leaves the completed questionnaire in the room or hands it in at the hotel reception.
- Marketing employees carefully review all survey questionnaires weekly and statistically process and evaluate the results. The obtained results are forwarded to the hotel management.
- The management of the hotel responds to any guest comments.

External procedures:

- Ratings and comments are monitored daily and weekly on the Booking.com platform, as the leading online platform with which our hotels cooperate.
- Hotel management responds to guests' comments.
- Reviews and comments on other platforms (Holidaycheck.de, Expedia, etc.) are also monitored.

All guest suggestions and comments are considered for our service improvement plans.

This policy is available to employees on notice boards and to guests on hotel premises and on the website.

Rogaška Slatina
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GRAND HOTEL ROGAŠKA | SLKI d.o.o.
Director:
Roman Šipec