

Quality Assurance Policy

The Island hotel comply with HACCP certified practices, all according to the international standard ISO 22000. We implement continuous quality checks upon receipt of all products and materials, thus seamlessly aiming at serving quality meals that meets all necessary health, safety and quality regulations in place.

Apart from carefully selected raw materials, we have invested in facilities, equipment, manpower and development of modern practices that allow us to ensure the quality and safety of food we manage. Our practices span all the way from the initial selection of materials and food products and the confirmation of the strict quality criteria upon receipt, until the tasteful offering on our buffets.

Our experienced staff strives to meet the requirements of Greek and European legislation on health and safety, apply Procedures and Technical Instructions in order to ensure the high quality and maintain the nutritional value and freshness of all our tasty and traditional offerings.

Our quality assurance policies and standards enable us to ensure the best possible outcome for our esteemed and demanding guests, while respecting the practices of accomplishing such a goal towards customer satisfaction.

The quality control implementation of operating procedures in all parts of the hotel is daily and the results are evaluated by management immediately in order to avoid discrepancies and unnecessary delays due to reforms.

At our guest services department, qualified personnel is reading carefully all guests comments in order to develop corrective actions for any observed problems that directly affect product quality.

Katja Kemmeren
Hotel Director