



QUALITY POLICY

Hotel Savoy pursues the satisfaction of its customers, particularly individual and medium-high end customers in each segment, in the Italian hotel market; it provides a service with common, distinctive, recognisable connotations and perceived as qualitatively high for the reference market.

The goals

Customer orientation

Hotel Savoy aims to provide the customer with excellent service by presenting itself as a transparent, reliable, proactive and therefore cost-effective partner.

For the staff, who are all family-run, this means attention and commitment in handling complaints, experiencing them as opportunities for improvement; seeing colleagues as internal customers; clarity, transparency, courtesy, respect and helpfulness in all contacts and communications with the customer.

Profit and profitability

The constant pursuit of profit and profitability allows the Hotel Savoy to grow and increase its potential. Turnover and profit vary from one year to the next and this depends not only on our capacities, but also on general economic trends and world tourism flows and, not least, weather conditions: to manage these changes, it is important to have both economic and financial solidity and the ability to flexibly adapt costs and types of offer to market conditions.

Competence and Motivation of Employees

A service company oriented towards development, customer satisfaction and profitability can only achieve these goals with motivated and competent employees who are willing to improve. For this reason, the selection and development of personnel is based on the clear demonstration of competence through periodic performance evaluation systems.

Risk-based thinking approach

To ensure the achievement of its objectives, the management of the Hotel Savoy plans its processes with a risk-based thinking approach in order to implement the most appropriate actions to assess and deal with the risks associated with the processes and maximise the opportunities identified by the company.

Ethical relations with society

Hotel Savoy is aware of the responsibilities that companies have towards society and the community in which they operate. Every action of Hotel Savoy is marked by the highest level of honesty and integrity, both in its relations with suppliers, with customers, with its own collaborators, and with the society in which it lives and the institutions that represent it. Hotel Savoy adopts safe production processes, safeguarding the health of its collaborators and customers and the integrity of the environment in which it operates.

Hotel Savoy and Employees: "guiding values in daily life"

Declared Values are nothing if they do not characterise, by manifesting themselves, the life of a company, if they are not immediately perceived internally through behaviour that is visible and recognisable in all personnel, all the more so because of the specific nature of family management. At the Hotel Savoy we believe that our Values are present and recognisable, but we want them to be ever more so and to be continuously reinforced. Only a Values-oriented behaviour among all employees will make these perceivable as a team culture.