

## Teardrop Hotels – Quality Assurance Policy

---

### Our Commitment

At Teardrop Hotels, our commitment to maintaining high standards of quality at our properties is essential to uphold our overall brand values. To maintain high standards, we are required to continuously monitor, evaluate, and improve the quality of service extended to our guests.

We use various platforms to collect feedback from guests as well as our team, regarding their overall experience with us, and use this vital feedback to improve our service standards.

### Guest Feedback

The points listed below are the procedures we have put in place to ensure we effectively collect guest feedback, as well as make any necessary changes at an operational level to improve the guest experience.

The Resident Manager, Duty Manager, or assigned staff member should speak to all guests on the evening before checkout and request their overall feedback. This feedback must be included in the daily report that is submitted to the Management.

The guest can also provide their feedback by filling in the Guest Feedback Form – which is placed in their bedroom the night before checkout – or the automated Feedback Form link generated from the reservations system, which they will receive via email after checkout. While we appreciate all the positive comments from the guest about their stay, we also encourage them to address any problems they faced during their stay so the Management can discuss it and continually improve our hospitality standards.

If there is any issue/complaint brought up by the guest, the team must give their maximum effort to rectify the situation and provide a solution while the guest is still in-house. If the issue/complaint requires more time to provide a solution, the guest should be informed of the details of the person who is looking into the matter and how soon a solution will be provided. The incident must be reported to the Management verbally and in writing so that the Management can conduct a further investigation and implement the corrective measures if needed.

Any guest who shares their feedback via the automated link must receive an acknowledgment email from the Teardrop Management, regardless of positive or negative feedback. If a guest fills in their feedback form at the property, or writes to us via email after checkout, with feedback that requires the attention of the Management, the Management must email the guest acknowledging his/her feedback and mention that their feedback will

help us to improve our service standards.

The feedback that the hotel collects during each month will be included in the "Guest Feedback Tracker," and the Management will review and evaluate these comments to improve the overall quality at the property.

### **Staff Feedback**

We have the following procedures in place to collect staff feedback, and the Management will ensure to monitor this feedback to make necessary changes to create a pleasant, enjoyable, and safe working environment for all employees.

The HR department will conduct a 'one to one' chat with all the employees at each hotel, once a month, and collect their feedback and inform the Management if they identify any issues which need to be reviewed.

A 'Suggestions Box' is kept in the staff cafeteria at each property for the team to share their suggestions and feedback.

The company will arrange an online 'TMOS' (Team Member Opinion Survey) every three months for all staff members to take part and share their feedback openly and freely. The staff members will be NOT BE required to share their names, but will have to share their department and property name.

Management will be carrying out regular appraisals for the staff, and the staff are encouraged to share their thoughts and feedback during this time.