

POLICIES

QUALITY ASSURANCE POLICY



At Trend Hotels, quality is at the heart of our hospitality philosophy. Across our properties, including Avdou Collection, we aim to deliver memorable experiences that meet the expectations of our guests while continuously improving our services and operations. Our approach to quality is based on listening, evaluating, learning, and taking action.

Guest Feedback

We actively monitor guest feedback, comments, and suggestions across different communication channels, using them as an important source of insight into the guest experience.

Complaint Management

Guest concerns are addressed promptly and professionally, with the aim of finding effective solutions and identifying opportunities to prevent similar issues in the future.

Training & Development

We invest in the knowledge and skills of our people, helping our teams maintain high service standards and adapt to the evolving expectations of modern hospitality.

Continuous Improvement

Feedback and operational performance are regularly reviewed to identify areas where processes, facilities, and services can be enhanced.

Measurable Objectives

Where appropriate, performance indicators and quality objectives are used to monitor progress and support informed decision-making.

Management Review

Key feedback, operational performance, and areas for improvement are communicated to Management, supporting the ongoing evaluation and development of our services.

Quality is a shared commitment across Trend Hotels. Every member of our team contributes to maintaining our standards and creating a consistently welcoming, professional, and high-quality experience for our guests.

Warm regards,

Manos Apostolakis
CEO of Trend Hotels



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