



QUALITY POLITICS

Tourist Information Offices of L'Alfàs del Pi

The Tourist Information Offices of L'Alfàs del Pi have, as a fundamental objective, to provide visitors with complete information on both the municipality and the region, in order to facilitate their visit and to value the resources of the destination, participating in this way in the promotion of L'Alfàs del Pi and its surroundings. For this, the Tourist Information Offices have a quality management system that facilitates continuous improvement and provides the necessary tools for the correct management of its resources, its premises being:

- ✓ Ensure visitor satisfaction, meeting their expectations and being able to offer the information they need to make their visit as enriching as possible.
- ✓ Address complaints and suggestions from users who receive tourist information, in order to improve the service provided.
- ✓ Commit to continuous improvement, ensuring the effectiveness of the management system of quality and optimizing the processes in the provision of the service.
- ✓ Ensure compliance with legislation and other application requirements.
- ✓ Maintain the professionalism of the service, improving the qualification of the staff through continuous training, as well as motivating them to increase their involvement in the implemented quality management system.

This policy will be communicated to all the people who provide services at the Tourist Information Office of L'Alfàs del Pi. It will also be published and will be available to users of the office, as well as to all interested parties, being periodically reviewed for its continuous adaptation.

L'Alfàs del Pi, on October 06, 2022